



**Internal notification for: G\_0000149366 12256 - Service Update - Rear  
Suspension Toe Link Jam Nut Low Torque**  
gm\_gmssg\_q01 to

10/24/2012 02:54 PM

3 attachments



12256 bulletin.pdf



12256 Involved VINs.xls



GM Style Sheet.css

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Date: 10/24/2012

Ref. number: Service / Field Action / G\_0000149366

Subject: 12256 - Service Update - Rear Suspension Toe Link Jam Nut Low Torque

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GM CUSTOMER CARE AND AFTERSALES  
DCS2836  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 24, 2012

Subject: 12256 - Service Update Bulletin  
Rear Suspension Toe Link Jam Nut Low Torque

Models: 2013 Cadillac CTS

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is announcing Service Update Bulletin 12256 today. The total number of U.S. vehicles involved is approximately 100. Please see the attached bulletin for details.

All 2013 model year Cadillac CTS vehicles that are in dealer inventory and listed in the attached file must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in the Service Update Bulletin has been performed on the vehicle.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated October 25, 2012. A list of involved vehicles is attached to this message.

Service Update Bulletin (SUB) Information Link


The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

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Message Attachment(s):

 12256 bulletin.pdf Acrobat PDF (529.2KB)