



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Rear Suspension Toe Link Jam Nut Low Torque
Expires with Base Warranty

MODELS: 2013 Cadillac CTS

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to inspect the torque on the rear toe link jam nuts on **certain** 2013 model year Cadillac CTS vehicles. The nuts on these vehicles may not be to the specified torque and could produce a metallic clanking noise when the vehicle is driven over road bumps. If the customer ignores the noise and continues to drive the vehicle, over time, the nut may loosen.

This service procedure should be completed on involved vehicles currently in dealer inventory before sale and referenced when customer vehicles return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this service update.

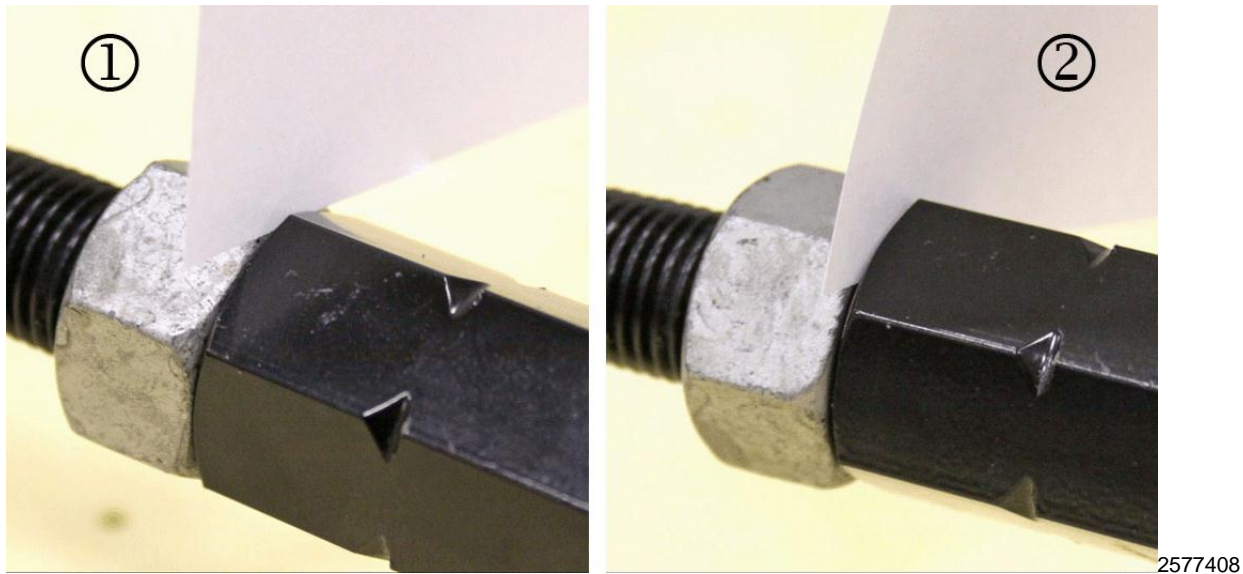
SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



The Toe Link Assembly Includes a (1) Rear Suspension Adjustment Link, (2) Outside Jam Nut, (3) Inside Jam Nut and Inside and Outside Toe Link Rods.

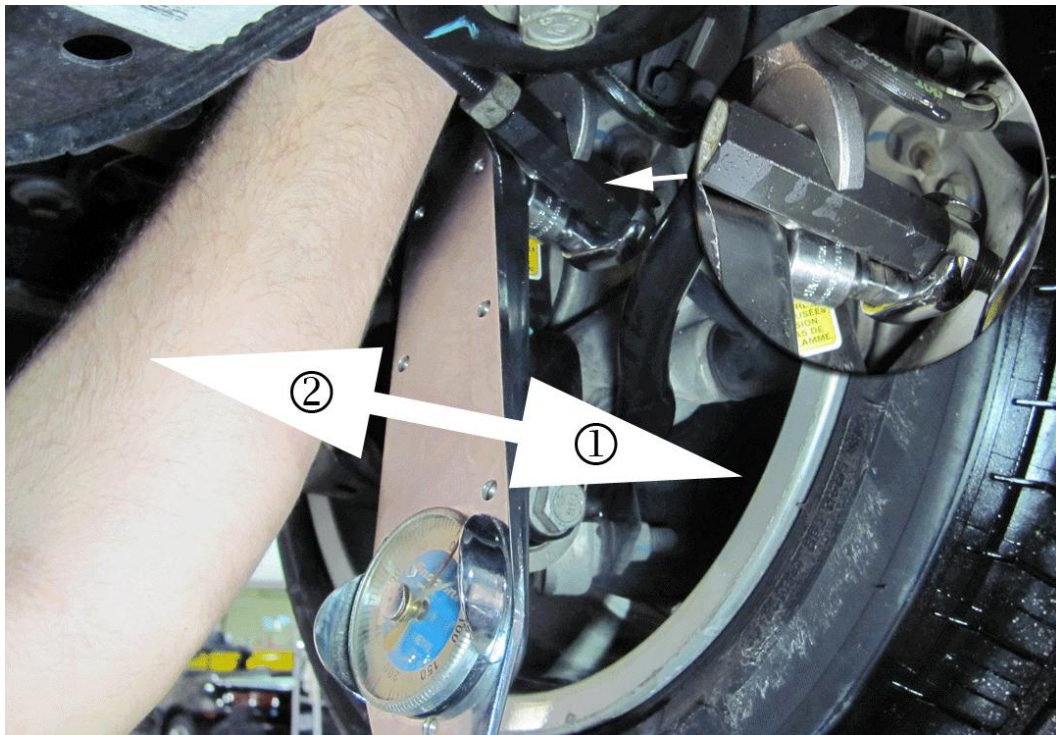
2. Locate the rear suspension adjustment links (1).



(1) Paper does NOT fit between jam nut and rear suspension adjustment link.

(2) Paper fits between jam nut and rear suspension adjustment link.

3. Inspect the toe link assembly for loosened jam nuts. In addition, inspect for looseness in the toe link assembly by grasping the adjuster link using a pull up and pull down method. Perform these procedures on both the rear driver's and passenger's side toe link assembly.
 - If a piece of paper fits between either of the two jam nuts and rear suspension adjustment link (2), proceed to Step 4 and refer to *Rear Toe Adjustment* in SI.
 - If the toe link assembly has any kind of looseness, proceed to Step 4 and refer to *Rear Toe Adjustment* in SI.
 - If a piece of paper does not fit between either of the two jam nuts and rear suspension adjustment link (1), proceed to Step 5.
4. Perform an alignment. Inspect and adjust the rear toe. Refer to *Rear Toe Adjustment* in SI.



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(1) Direction of tightening force (rearward) on the Driver's Side Rear Suspension Adjustment Link Jam Nuts (2) Direction of tightening force (forward) on the Passenger's Side Rear Suspension Adjustment Link Jam Nuts

Caution: To obtain an accurate torque reading, a torque wrench, 21mm (13/16 in) crow's foot wrench, and a 21mm (13/16 in) open end wrench are required. Hold the rear suspension adjustment link with a 21 mm (13/16 in) open end wrench while tightening the jam nuts.

- Apply a rearward (rear of vehicle) tightening force to the torque wrench to properly tighten the jam nuts on the driver's side of the vehicle.
- Apply a forward (front of vehicle) tightening force to the torque wrench to properly tighten the jam nuts on the passenger's side of the vehicle.

Note: Use 90 N·m (66 lb-ft) to tighten the jam nuts. Do NOT use the torque specification provided in *Rear Toe Adjustment* in SI for repaired toe link assemblies. This applies to vehicles in this field action only. **Tighten all four (4) jam nuts to 90 N·m (66 lb-ft).**

5. Hold the rear suspension adjustment link with a 21 mm (13/16 in) open end wrench and tighten the jam nuts to **90 N·m (66 lb-ft)**.
6. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

| Labor Code | Description | Labor Time |
|------------|---|------------|
| V2688 | Inspect and Tighten Rear Toe Link Assembly Jam Nuts | 0.4 |
| V2689 | Rear Toe Link Assembly Inspection and Adjustment | 1.1 |

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



G-149366

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