



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Loosening of the Wheel Nuts

MODELS: 2012 Cadillac SRX Equipped with 18" Wheels (RV1/RT4)

This service update involves vehicles in dealer inventory only. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

PURPOSE

This bulletin provides a service procedure to rotate the tires on certain 2012 Cadillac SRX vehicles equipped with 18" wheels (RV1/RT4) that are in dealer inventory. These vehicles may experience loosening of the wheel nuts. If this occurs, a creaking, rattling or grinding noise may originate from the wheel area. A steering vibration may also be present. If unnoticed or ignored, one or more of the wheel lug nuts could detach, or fatigue. The wheel attachment studs may fracture the studs.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible.

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.

PART INFORMATION

No parts are required for this service update.

SERVICE PROCEDURE

Warning: Perform the service procedure in this bulletin to ensure the wheel nuts are properly tightened to the torque specification provided in SI. Improperly tightened wheel nuts can damage the wheel studs. This can cause a wheel to come off when the vehicle is moving, causing loss of control and possibly personal injury. An improperly tightened wheel nut can also lead to brake pulsation and rotor damage. In order to avoid personal injury or expensive brake repairs, evenly tighten the wheel nuts to the torque specification provided in SI.

Perform a tire rotation. Refer to *Tire and Wheel Removal and Installation* and *Tire Rotation* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100028	Tire Rotation	0.3

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS2969
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 21, 2013

Subject: 13147 – Service Update Bulletin
Loosening of the Wheel Nuts
Inventory Vehicles Only

Models: 2012 Cadillac SRX Equipped with 18” Wheels (RV1/RT4)

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 13147 today. The total number of U.S. vehicles involved is 24. Please see the attached bulletin for details.

Also attached is a list of the involved vehicles sorted by BAC. If your BAC is not listed, no further action is required.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated May 21, 2013.

Service Update Bulletin (SUB) Information Link

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

END OF MESSAGE

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