



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 13-00-89-001

Date: February, 2013

WARRANTY ADMINISTRATION

Subject: Modification of Policy and Procedures Section 1.6.2.11 for Repairs Performed Under Customer Satisfaction Program 12293 (U.S. Dealers Only)

Models: 2013 Cadillac ATS, CTS, XTS

Attention: The modification outlined in this bulletin only applies to U.S. dealers.

GM recently announced Customer Satisfaction Program 12293 for certain 2013 Cadillac ATS, CTS, and XTS vehicles. Customers are being invited back to their selling dealers to have their CUE system updated, along with any other outstanding service updates.

Due to the high expectations of our customers, it is imperative that each vehicle receive services offered under this Customer Satisfaction Program as efficiently as possible. There is expected to be high customer demand for this service, which could potentially result in extended wait times for repairs to be completed, causing customer dissatisfaction. In an effort to support the needs for technicians to be flexible when programming multiple vehicles, a decision has been made to modify the current Policy & Procedure requirement in Section 1.6.2.11, "A technician may only

be clocked "on" to one vehicle per service event (claim submission)" for repairs performed under this Customer Satisfaction Program.

This will allow a technician to update multiple vehicles at the same time. Allowing the technician to monitor several vehicles at various stages of the repair process, if required, will allow the dealership to provide an enhanced service experience to our Cadillac customers.

All other requirements of Section 1.6.2.11 remain in effect. This modification is only applicable to vehicles repaired under this Customer Satisfaction Program. Technicians must not be clocked "on" to multiple vehicles unless ALL vehicles clocked on are involved in the Customer Satisfaction Program.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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