



**Internal notification for: G\_0000158965 12265 - Service Update - Automatic Radio Volume Increase and/or Radio Control Assembly Buttons Not Operating as Designed**  
gm\_gmssg\_q01

02/22/2013 06:27 AM

3 attachments



12265 bulletin.pdf



12265 Involved VIN List.xls



GM Style Sheet.css

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Date: 02/22/2013

Ref. number: Service / Field Action / G\_0000158965

Subje 12265 - Service Update - Automatic Radio Volume Increase and/or Radio Control Assembly Buttons

ct: Not Operating as Designed

GM CUSTOMER CARE AND AFTERSALES  
DCS2913  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 22, 2013

Subject: 12265 - Service Update Bulletin  
Automatic Radio Volume Increase and/or Radio Control Assembly Buttons Not Operating as Designed

Models: 2013 Cadillac ATS, SRX, XTS

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 12265 today. The total number of U.S. vehicles involved is approximately 15,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 26, 2013. 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

Message Attachment(s):



12265 bulletin.pdf Acrobat PDF (113.9KB)

12265 bulletin