



**Internal notification for: G_0000169469 13198 - Service Update Bulletin -
HVAC System Performance**
gm_gmssg_q01

06/28/2013 01:20 PM

3 attachments



13198 Bulletin.pdf



13198 US Dealer BAC.xls



GM Style Sheet.css

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Date: 6/28/2013 Ref. number: Service / Field Action / G_0000169469
Subject: 13198 - Service Update Bulletin - HVAC System Performance

**GM CUSTOMER CARE AND AFTERSALES
DCS2995
URGENT - DISTRIBUTE IMMEDIATELY**

Date: June 28, 2013

Subject: 13198 - Service Update Bulletin
HVAC System Performance

Models: 2013 Cadillac ATS (Inventory and Customer Vehicles)
2013 Cadillac XTS (Inventory Vehicles Only)

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 13198 today. The total number of U.S. vehicles involved is approximately 47,000. Please see the attached bulletin for details.

The service procedure provided in this bulletin should be completed as soon as possible on involved ATS and XTS vehicles currently in dealer inventory. It should also be completed on involved ATS customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated June 29, 2013.
A list of involved vehicles in dealer inventory 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