
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Thursday, November 14, 2013 12:08 PM
To:
Subject: Internal notification for: G_0000179183 13369 - Service Update - Rear Seat Entertainment DVD/CD Playback Mode Memory Loss
Attachments: 13369 bulletin.pdf; 13369 Inventory VINs.xlsx

Date: 11/14/2013 Ref. number: Service / Field Action / G_0000179183
Subject: **13369 - Service Update - Rear Seat Entertainment DVD/CD Playback Mode Memory Loss**

**GM CUSTOMER CARE AND AFTERSALES
DCS3097
URGENT - DISTRIBUTE IMMEDIATELY**

Date: November 14, 2013

Subject: 13369 – Service Update Bulletin
Rear Seat Entertainment DVD/CD Playback Mode Memory Loss

Models: 2013 Cadillac SRX Equipped with Rear Seat Entertainment Package (UWG)

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales Manager, Used Vehicle Sales Manager, and Warranty Administrator

General Motors is announcing Service Update Bulletin 13369 today. The total number of U.S. vehicles involved is approximately 1,900. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated November 15, 2013. A list of 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**

Message Attachment(s):

 13369 bulletin.pdf Acrobat PDF (451.7KB)