



Internal notification for: G_0000164278 13120 - Service Update for Inventory Vehicles Only - Torque Converter Clutch Sticking gm_gmssg_q01

04/19/2013 05:39 AM

3 attachments



13120 bulletin.pdf



13120 Involved VINs.xlsx



GM Style Sheet.css

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Date: 04/19/2013

Ref. number: Service / Field Action / G_0000164278

Subject: 13120 - Service Update for Inventory Vehicles Only - Torque Converter Clutch Sticking

**GM CUSTOMER CARE AND AFTERSALES
DCS2947
URGENT - DISTRIBUTE IMMEDIATELY**

Date: April 19, 2013

Subject: 13120 - Service Update Bulletin for Inventory Vehicles Only
Torque Converter Clutch Sticking

Models: 2013 Buick Enclave; Cadillac SRX and XTS; Chevrolet Malibu
And Traverse; GMC Acadia and Terrain Front Wheel Drive Vehicles
Equipped with 6-Speed Automatic Transmission (6T70/6T75)

To: All GM 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 13120 today. The total number of U.S. vehicles involved is approximately 29,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated April 20, 2013. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

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):

13120 bulletin.pdf Acrobat PDF (127.0KB)

13120 bulletin

13120 Involved VINs.xlsx Microsoft Office Excel Workbook (712.5KB)