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**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Wednesday, May 21, 2014 5:22 AM  
**To:**  
**Subject:** Internal notification for: G\_0000192287 14183 Service Update - Poor Acceleration Performance from a Stop  
**Attachments:** 14183 bulletin.pdf

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Date: 5/21/2014 Ref. number: Service / Field Action / G\_0000192287  
Subject: **14183 Service Update - Poor Acceleration Performance from a Stop**

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GM CUSTOMER CARE AND AFTERSALES  
DCS3240  
URGENT - DISTRIBUTE IMMEDIATELY

**Date:** May 21, 2014  
**Subject:** 14183 – Service Update Bulletin  
Poor Acceleration Performance from a Stop  
**Models:** 2013 Cadillac SRX Equipped with 3.6L Engine (LFX)  
**To:** All Cadillac Dealers  
**Attention:** General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, Used Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Service Update Bulletin 14183 today. The total number of U.S. vehicles involved is approximately 51,000. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated May 21, 2014.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES

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Message Attachment(s):

 14183 bulletin.pdf Acrobat PDF (122.7KB)  
14183 bulletin

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Contact name: L...  
Department: Service - Brand Quality  
Intended roles: General Manager, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator  
Archives: 6/21/2014  
E-Mail:  
Phone:  
Expires: 5/21/2015