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**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Friday, May 30, 2014 1:24 PM  
**To:** ,  
**Subject:** Internal notification for: G\_0000193017 13120C - Service Update - Torque Converter Clutch Sticking - Revised  
**Attachments:** 13120C bulletin.pdf

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Date: 5/30/2014

Ref. number: Service / Field Action / G\_0000193017

Subject: **13120C - Service Update - Torque Converter Clutch Sticking - Revised**

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**GM CUSTOMER CARE AND AFTERSALES  
DCS3158  
URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** May 30, 2014

**Subject:** 13120C – Service Update Bulletin  
Torque Converter Clutch Sticking  
Revised Expiration Date

**Models:** 2013 Buick Enclave, Cadillac SRX, XTS, Chevrolet Equinox,  
Malibu, Traverse, GMC Acadia, Terrain 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

This bulletin has been extended to May 31, 2015. Dealers are to inspect their inventory for involved vehicles and perform repair. Please discard all copies of bulletin 13120B.

**END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES**

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Message Attachment(s):

 [13120C bulletin.pdf](#) Acrobat PDF (127.8KB)  
13120C bulletin

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Contact name: L

E-Ma

Department: Service - Brand Quality

Phone:



Date: 5/28/2014

Ref. number: Service / Service Operations / G\_0000192817

Subject: **2014 CTS V LPO Installation Times**

GM CUSTOMER CARE &amp; AFTERSALES

URGENT - DISTRIBUTE IMMEDIATELY

DATE	May 29, 2014
SUBJECT	LPO Installation Times
MODELS	2014 CTS V
TO	Cadillac Dealerships
ATTN	Service Advisor, Service Technician, Service Manager, Parts Manager, Warranty Administrators, Sales Manager

**2014 CTS V Accessory LPO Times**

The labor time guide (July edition) has updated the Cadillac CTS V . The Warranty Group has updated their files so that dealerships can file the claims as of 5/23/14.

2014 CTS V - 0590032 PDI - Dealer Installed - Factory Invoiced Options

5XR – Install Grille 1.5 hours

Thank you for your cooperation.

END OF MESSAGE

GM CUSTOMER CARE &amp; AFTERSALES

Contact name: ?

E-Mail: [...](#)

Department: Service - Brand Quality

Phone: !

Intended roles: Parts Manager, Service Advisor, Service Manager, Service Technician, Warranty Administrator

Archives: 7/28/2014

Expires: 5/28/2015