

Please Assist With This.
Sent to Cadillac

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Dear GM,

Thank you for reaching out regarding this important safety recall. The CT6 that i am currently purchasing has been my dream car for some time.

This comes as a big disappointment as i utilize this vehicle for my primary transportation along with transporting my family as well. Due to the safety recall not only

being for safety and possibly cause a fatality, I cannot nor should I have to continue with this vehicle. I really enjoy your Cadillac Line and suffering having to lose

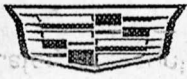
this vehicle and go to another dealer is done reluctantly. I had moonroof problems that limited me from driving it and now this. I ask that you take the time and make this right. I need a rapid response to this letter due to the part not being available and the inconvenience of having to decide the next course of action.

Thank you for hearing and resolving this matter.

Respectfully,

[REDACTED]

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Cadillac
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

[REDACTED]
[REDACTED]
[REDACTED]
RICHMOND HTS, OH [REDACTED]
[REDACTED]

April 2025

This notice applies to your vehicle, VIN: [REDACTED]

Dear [REDACTED]:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 model year Cadillac CT6 vehicles equipped with a 10-speed transmission. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N242480630.

Why is your vehicle being recalled?

A transmission control valve in some of these vehicles may be susceptible to excess wear over time, resulting in a gradual loss of pressure within the valve that can cause harsh shifting. Also, the wheels may experience a momentary lock-up. If the wheels lock-up momentarily while driving, there is an increased risk of a crash.

What will we do?

Parts to repair your vehicle are not currently available. When parts are available, your Cadillac dealer will install new transmission control module software that will monitor valve performance and detect excess wear approximately 10,000 miles (16,000 km) before a wheel lock up condition could occur. Once detected, the transmission will be limited to fifth gear, preventing the possibility of a wheel lock up condition, which occurs in a downshift from eighth gear. A service engine light and reduced propulsion message will also display in the instrument panel. This service will be performed for you **free of charge**.

When parts are available, we will send you another letter asking you to take your vehicle to your Cadillac dealer to have your vehicle serviced. You can also check the status of this recall at: <https://experience.gm.com/ownercenter/recalls>. If you have already paid for repairs for this condition, you may submit those charges using the reimbursement request form that will be provided with the next letter.

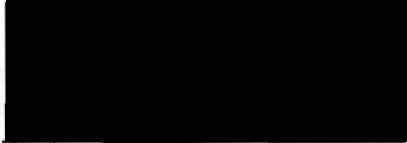
Do you have questions?

For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service, or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

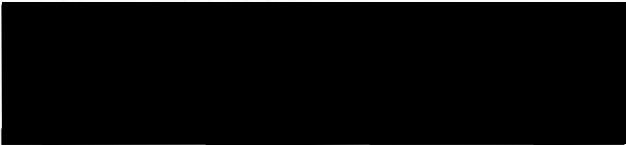
If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may submit a written complain to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 25V148.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N242480630



Richmond Hts, OH

CLEVELAND OH 440

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Administrator

National Highway Traffic Safety Admin.
1200 New Jersey Ave, SE
Washington, DC 20590

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