

GM SERVICE AND PARTS OPERATIONS
DCS2180
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 6, 2008

Subject: 08373 - Noncompliance Recall
Passenger Sensing System -
Airbag May Not Enable/Disable as Designed

Models: 2009 Cadillac CTS

To: All Cadillac Dealers

Attention: Service Manager, Parts Manager, and
Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Noncompliance Recall 08373 today. The number of vehicles involved is 16,759. Please see the attached bulletin for details.

Mailing Information

Customer notification letters will be mailed on November 18, 2008.

GM Vehicle Inquiry System (GMVIS)

GMVIS information is currently available.

Service Information System (SI)

Bulletin 08373 will be available in SI on November 7, 2008.


Campaign Initiation Detail Report (CIDR)

The CIDR will not be available in DealerWorld until November 11, 2008. Therefore, a VIN List sorted by BAC has been attached for your reference. If your BAC is not on this list, you do not have any involved vehicles.

**PLEASE CLICK ON THE MESSAGE ATTACHMENTS BELOW
TO VIEW OR PRINT THE BULLETIN AND/OR VIN LIST**

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS

Message Attachment(s):

 [08373 bulletin.pdf](#) Acrobat PDF (41.93KB)
08373 Bulletin

 [08373 US BAC list.xls](#) Microsoft Excel Worksheet (891KB)
08373 US BAC list



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Passenger Sensing System – Airbag May Not Enable/Disable as Designed

MODELS: 2009 Cadillac CTS

CONDITION

General Motors has decided that certain 2009 model year Cadillac CTS vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 208, Occupant Crash Protection. Under certain conditions, a software condition within the Passenger Sensing System may disable the front passenger airbag when it should be enabled or enable it when it should be disabled. In a vehicle crash, if the front passenger airbag does not operate as designed, increased personal injury could occur.

CORRECTION

Dealers are to reprogram the passenger sensing system module.

VEHICLES INVOLVED

Involved are **certain** 2009 model year Cadillac CTS vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Cadillac	CTS	90100009	90144237

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US dealers - GM DealerWorld Recall Information
- Canadian dealers - GMinfoNet Recall Reports
- Export dealers - sent directly to dealers

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PARTS INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

Do not attempt to order the calibration number from GMSPO. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) or Tech 2[®] scan tool and TIS2WEB with the calibration update. Use **TIS2WEB on or after 10/28/08** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

Service Programming System (SPS)

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 16 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronic 165-PSC charger to maintain proper battery voltage during programming.

Caution: To avoid personal injury or part damage, it is essential to determine if the vehicle is equipped with heated seats (RPO KA1). USE the GM VEHICLE INQUIRY SYSTEM (GMVIS) to determine if the vehicle is equipped with RPO KA1. There are two calibration options available for the passenger presence system. One calibration is for vehicles without RPO KA1 and the other is for vehicles with RPO KA1. Select the appropriate calibration from the Calibration screen.

2. Reprogram the passenger presence system (PPS). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.

2.1 Connect the MDI or Tech 2[®] to the vehicle.

Important: Select J2534 MDI or J2534 Pass-Thru and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen. The J2534 MDI will reprogram the module in less time than the Tech 2[®] scan tool.

2.2 Select PPS Passenger Presence System from the Supported Controllers screen.

2.3 Follow the on-screen instructions.

3. Using the Tech 2, navigate to the PPS Module Setup Screen. DTC B00814B, "Calibration not Learned," should be set. Perform PPS module setup. Follow the Tech 2 screen instructions.
4. Using the Tech 2[®], clear all DTCs.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours
Reprogram Passenger Sensing System Module	N/A	N/A	N/A	MA-96	V2007	0.4
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	*	N/A

* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to

contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your dealership may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



November 2008

Dear General Motors Customer:

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

General Motors has decided that certain 2009 model year Cadillac CTS vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 208, Occupant Crash Protection. 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.

I M P O R T A N T

- Your vehicle is involved in recall 08373.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Under certain conditions, a software condition within the Passenger Sensing System may disable the front passenger airbag when it should be enabled or enable it when it should be disabled. In a vehicle crash, if the front passenger airbag does not operate as designed, increased personal injury could occur.

What will we do?

Your GM dealer will reprogram the passenger sensing system module. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 minutes.

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about your vehicle can be found at the Owner Center at www.gmownercenter.com.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 wish to write 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.safercar.gov>.

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
08373