



# Recall Bulletin



## FMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Tire and Loading Information Label Missing – Install Label

**MODELS:** 2010 Cadillac DTS

The service procedure in this bulletin (label installation) can be performed quickly and easily. To reduce the inconvenience to the customer, if a customer brings their vehicle and their labels into your dealership for installation, make every attempt to have this recall performed on the vehicle immediately, if possible, so that the customer does not have to leave their vehicle at the dealership.

### CONDITION

General Motors has decided that certain 2010 model year Cadillac DTS vehicles fail to conform to Federal Motor Vehicle Safety Standard 110 for installing a Tire and Loading Information Label. This label, which lists the proper tire and vehicle loading information, was not installed on the vehicle. Driving your vehicle with tires that are not properly inflated could result in tire overloading, premature or irregular wear, and/or poor handling. The loading information indicates the weight of occupants and cargo that can safely be carried on your vehicle. Overloading your vehicle can change the way the vehicle handles. This could cause you to lose control and crash. Also, overloading can shorten the life of the vehicle.

In addition, there are two labels affixed to the vehicle that incorrectly describe the vehicle as an incomplete vehicle. One label is the Vehicle Certification Label, which certifies that the vehicle conforms to all applicable U.S. Federal Motor Vehicle Safety, Bumper, and Theft Prevention Standards. The second label is the Service Parts Identification Label, which lists various components used in the manufacturing of the vehicle.

### CORRECTION

Dealers are to install a Tire and Loading Information Label, a corrected Vehicle Certification Label, and a corrected Service Parts Identification Label. Because these labels can easily be installed by the customer, and to reduce their inconvenience, these labels and application instructions will be mailed to customers of record. Dealers will receive labels for installation on the vehicles in inventory. **This recall will expire March 31, 2010.**

VEHICLES INVOLVED

Involved are **certain** 2010 model year Cadillac DTS vehicles built within these VIN breakpoints:

<b>Year</b>	<b>Division</b>	<b>Model</b>	<b>From</b>	<b>Through</b>
2010	Cadillac	DTS	AU100599	AU116341

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using GMVIS (dealers using WINS) or the Investigate Vehicle History link (dealers using GWM). 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 to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

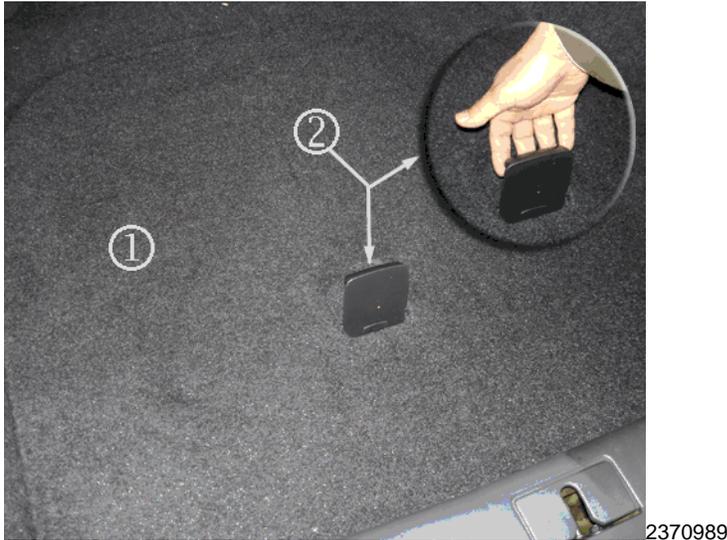
PARTS INFORMATION

VIN specific labels required to complete this recall on vehicles in dealer inventory will be shipped at no charge via Federal Express 2-Day Delivery – Attention: Service Manager, to dealers with involved vehicles beginning December 17, 2009. These labels are being provided at no-charge. If labels are needed for a dealer-trade vehicle, email the request for labels to [loren.rusk@gm.com](mailto:loren.rusk@gm.com). Provide the dealership name, mailing address (no P.O. Box numbers), dealership contact person, telephone number, and the full 17-character VIN in the email request. **Do not order labels from GMSP0.**

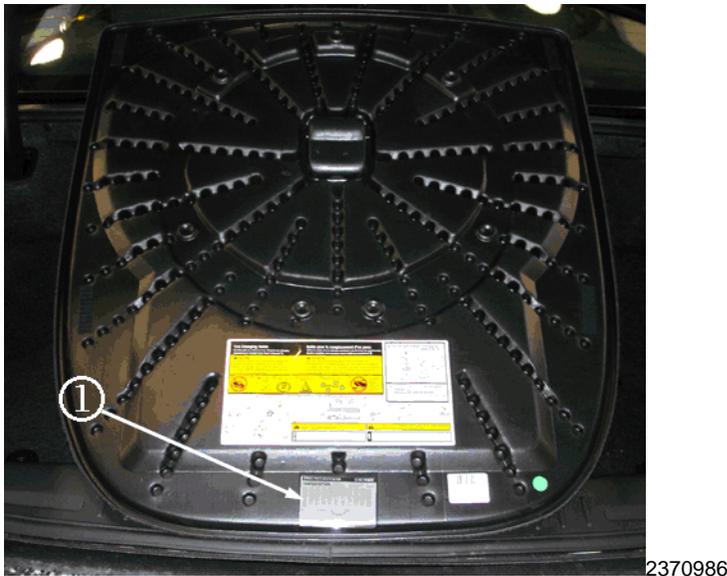
Labels for customer vehicles were mailed to customers of record, with the option of installing the labels themselves or taking the labels to their dealer for installation.

## SERVICE PROCEDURE

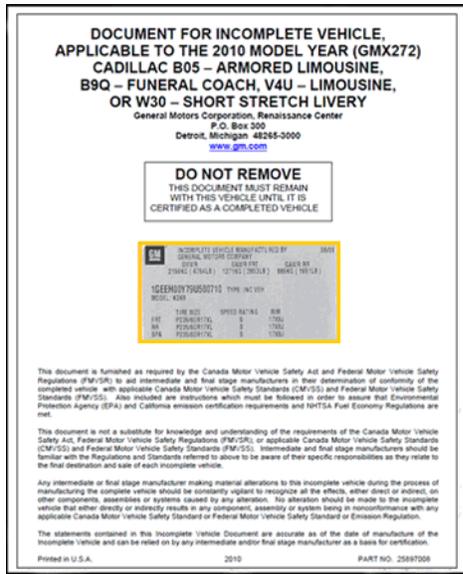
1. Open the trunk.



2. Locate the spare tire cover (1) and spare tire cover access handle (2).
3. Press the area at the front of access handle so that that the back edge of the handle is in the upright position.
4. Grab the access handle and remove the spare tire cover.



5. The Service Parts Identification Label (1) is located on the backside of the spare tire cover.
6. Remove the Service Parts Label from the spare tire cover.
7. Clean the label area of the spare tire cover using a cleaning solvent such as Kent Acrysol, P/N 20005, or an equivalent cleaning solvent or adhesive remover.
8. Affix a new Service Parts Label onto the backside of the spare tire cover.
9. Install the spare tire cover.
10. Close the trunk.
11. Open the front passenger's side door.



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12. Open the glove compartment.
13. Locate the document for an incomplete vehicle.
14. Discard the document.
15. Close the glove compartment.
16. Close the front passenger's side door.
17. Open the front driver's side door.



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18. Locate the silver Vehicle Certification Label (3) located on the edge of the front driver's side door. Refer to illustration.
19. Remove the Vehicle Certification Label.
20. Clean the label surface area of the door using a cleaning solvent such as Kent Acrysol, P/N 20005 or an equivalent cleaning solvent or adhesive remover.
21. Affix a new Vehicle Certification Label on the door.
22. The Tire and Loading Information Label is missing and not affixed to the driver's side B-pillar.



23. Located the B-pillar and affix the provided Tire and Loading Information Label (4) onto the B-pillar as shown in the illustration.
24. Close front driver's side door.

**COURTESY TRANSPORTATION**

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**

1. Submit a claim using the table below.
2. Courtesy Transportation - For dealers using WINS, submit using normal labor code; for dealers using GWM – submit as Net Item under the repair labor code.

Labor Code	Description	Labor Time
V2179	Remove and Affix Vehicle Labels and Discard Incomplete Vehicle Document	0.3

**CUSTOMER NOTIFICATION**

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

## DEALER RECALL RESPONSIBILITY

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.**

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, through March 31, 2010.

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 through March 31, 2010, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

