

The owner mailing was completed on October 20, 2010.

GM CUSTOMER CARE AND AFTERSALES

DCS2462

URGENT - DISTRIBUTE IMMEDIATELY

Date: September 28, 2010

Subject: 10292 - Noncompliance Recall
Occupant Crash Protection – Unbelted Passenger

Models: 2009-2010 Cadillac CTS All Wheel Drive
2009-2010 Cadillac CTS-V

To: All Cadillac Dealers

Attention:

General Manager, New Vehicle Sales Manager, Used Vehicle,
Sales Manager, Service Manager, Parts Manager and
Warranty Administrator

On September 9, 2010 we announced Noncompliance Recall 10292 for vehicles in the United States. The total number of vehicles involved is 20,224. At that time, dealers were ordered to hold and not deliver any of the involved vehicles that may still be in their new or used car inventory until further instructions were received.

Today we are releasing Recall Bulletin 10292 which will remove the stop delivery order once the required service procedure is performed on an involved vehicle. This means that the vehicle can then be sold and delivered to a customer. The bulletin also provides floor plan reimbursement instructions. Attached is a copy for your immediate reference.

Customer Letter Mailing

The customer letter mailing will begin on October 20, 2010.

GlobalConnect (GWM)

The "Investigate Vehicle History" (GMVIS 2) link on the Global Warranty Management (GWM) application within GlobalConnect will be updated September 28, 2010.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available September 20, 2010.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

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