

Representative Letter – Customer letters are brand, model and model year specific, and personalized.



This letter will be sent to owners of 2006-2007 model year Cadillac CTS and CTS-V vehicles.

## **Important Safety Notice**

March 2011

Dear General Motors Customer:

Recently, General Motors announced a safety recall involving certain 2005-2007 model year Cadillac CTS and CTS-V vehicles. The purpose of this letter is to explain what the recall is about, what GM is doing to correct it, and when parts will be available.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2005-2007 model year Cadillac CTS and CTS-V vehicles. 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.

Your vehicle may have a condition in which repeated flexing of the Passenger Sensing System (PSS) mat in the front passenger seat may cause the mat to kink, bend, or fold. This flexing can break the connections in the mat. If this occurs, the front passenger airbag could become disabled. If the airbag becomes disabled, the passenger airbag status indicator on the rearview mirror will show that the airbag is off, the AIR BAG indicator will be illuminated, and a SERVICE AIR BAG message will appear in the Driver Information Center. In the event of a crash severe enough to activate the front passenger airbag, if the airbag does not deploy, it could result in increased injury for the occupant.

We are working with our suppliers to obtain the parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to your GM dealer to have the PSS mat replaced.

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1-866-982-2339 (1-800-833-2622 - TTY).

We understand the concern this situation may cause and the need to correct it as quickly as we can. We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Jim Moloney  
General Director,  
Customer and Relationship Services