



File In Section: Product Recalls
Bulletin No.: 09149B
Date: May 2012

Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Front Brake Hose Fitting Corrosion – Replace Front Brake Hoses

MODELS: 2003-2007 Cadillac CTS

Originally Sold or Currently Registered in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Washington, D.C., West Virginia, Wisconsin

Originally Sold or Currently Registered in New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec

Originally Sold in Austria, Belgium, China, Denmark, Finland, France, Germany, Ireland, Italy (Northern), Japan, Luxembourg, Norway, Poland, Russian Federation, Sweden, Switzerland, United Kingdom

This bulletin is being revised to remind dealers to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this safety recall but may be displaying the same condition. Please discard all copies of bulletin 09149A, issued May 2010.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2003-2007 model year Cadillac CTS vehicles originally sold or currently registered in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Washington, D.C., West Virginia, Wisconsin; New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec; and originally sold in Austria, Belgium, China, Denmark, Finland, France, Germany, Ireland, Italy (Northern), Japan, Luxembourg, Norway, Poland, Russian Federation, Sweden, Switzerland, and United Kingdom. Some of these vehicles have a condition in which the front brake hose fitting at the caliper may corrode due to snow or water, containing road salt or other contaminants, entering and being retained in the hose sleeve. If the fitting corrodes significantly, the brake hose may develop a leak. A sign of a brake hose leak would be fluid spotting on the ground. If enough fluid were lost, the brake system warning light and a "Check Brake Fluid" message in the Driver Information Center would illuminate (in rare cases, the brake hose may rupture suddenly without prior warning), and vehicle stopping distance may increase. If stopping distance is limited, a crash could occur.

CORRECTION

Dealers are to replace both front brake hose assemblies.

VEHICLES INVOLVED

Involved are **certain** 2003-2007 model year Cadillac CTS vehicles originally sold or currently registered in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Washington, D.C., West Virginia, Wisconsin; New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec; and originally sold in Austria, Belgium, China, Denmark, Finland, France, Germany, Ireland, Italy (Northern), Japan, Luxembourg, Norway, Poland, Russian Federation, Sweden, Switzerland, and United Kingdom, and built within these VIN breakpoints:

Year	Division	Model	From	Through
2003	Cadillac	CTS	30100001	30175617
2004	Cadillac	CTS	40100001	40192626
2005	Cadillac	CTS	50100002	50237748
2006	Cadillac	CTS	60100001	60213969
2007	Cadillac	CTS	70100003	70198443

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PARTS INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
19256888	Hose Kit, Frt Brk (Right)	1
19256891	Hose Kit, Frt Brk (Left)	1
12377967 - US 89021320 - CN	Fluid, Hyd Brake (Glycol)	1

SERVICE PROCEDURE

Note: An instruction sheet may be included with the new front brake hoses. Use either the instructions provided with the brake hose or refer to SI for removal and installation instructions.

Note: Ensure that the brake hose-to-caliper bolt is tightened to 50 N·m (37 lb ft). Documents in SI will be updated in the near future to reflect this new torque specification.

1. Remove the driver and passenger side front brake hose. Refer to *Front Brake Hose Replacement (CTS)* in SI.
2. Install the new front brake hoses. Refer to *Front Brake Hose Replacement (CTS)* in SI.

CUSTOMER REIMBURSEMENT – For US

All customer requests for reimbursement of previously paid repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

IMPORTANT: (For GM US Only) Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT – For Canada and Export

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 2011.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS or GWM.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement verification.

WARRANTY TRANSACTION INFORMATION

Submit a claim using the table below.

Labor Code	Description	Labor Time
V2208	Replace Both Front Brake Hoses	1.2
V2209	Customer Reimbursement (not for use by US dealers)	0.2

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.

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.



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 a defect that relates to motor vehicle safety exists in certain 2003-2007 model year Cadillac CTS vehicles originally sold or currently registered in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Washington, D.C., West Virginia, Wisconsin; New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec; originally sold Austria, Belgium, China, Denmark, Finland, France, Germany, Ireland, Italy (Northern), Japan, Luxembourg, Norway, Poland, Russian Federation, Sweden, Switzerland, and United Kingdom. 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 safety recall 09149.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the front brake hose fitting at the caliper may corrode due to snow or water, containing road salt or other contaminants, entering and being retained in the hose sleeve. If the fitting corrodes significantly, the brake hose may develop a leak. A sign of a brake hose leak would be fluid spotting on the ground. If enough fluid were lost, the brake system warning light and a "Check Brake Fluid" message in the Driver Information Center would illuminate (in rare cases, the brake hose may rupture suddenly without prior warning), and vehicle stopping distance may increase. If stopping distance is limited, a crash could occur.

What will we do?

Your GM dealer will replace both front brake hose assemblies. 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 1 hour and 15 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs.

Do you have questions?

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

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
Director,
Customer and Relationship Services

Enclosure
09149