



# Recall Bulletin



## FMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Occupant Crash Protection Compliance – Unbelted Passenger

**MODELS:** 2009-2010 Cadillac CTS All Wheel Drive  
 2009-2010 Cadillac CTS-V

**Vehicles involved in the recall were placed on Stop Delivery September 9, 2010. Once the service procedure contained in this bulletin has been performed, the vehicle can be sold/delivered to the customer.**

### CONDITION

General Motors has decided that certain 2009 and 2010 model year Cadillac CTS All Wheel Drive and CTS-V vehicles fail to conform to Federal Motor Vehicle Safety Standard 208, Occupant Crash Protection. In the event of a vehicle crash, there is an increased risk of leg injury to an unbelted front seat passenger. To minimize this risk, the front seat passenger should always properly wear the available safety belt. Everyone should properly wear safety belts at all times when riding in a motor vehicle.

### CORRECTION

Dealers are to replace the glove compartment assembly and, in some vehicles, modify the instrument panel structure.

### VEHICLES INVOLVED

Involved are **certain** 2009 and 2010 model year Cadillac CTS All Wheel Drive and CTS-V vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Cadillac	CTS/CTS-V	90161505	90175136
2010	Cadillac	CTS/CTS-V	A0100007	A0146624

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. 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/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART 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.

Parts involved in this recall are not eligible for RIM.

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
22782853	Compartment, I/P (w/door) (Ebony)	1
22782854	Compartment, I/P (w/door) (Cashmere)	1
22782855	Compartment, I/P (w/door) (Titanium)	1

### SERVICE PROCEDURE

Using the Global Warranty Management System, determine the build date of the vehicle.

- If the vehicle was built between 3/2/09 through 1/17/10, refer to *First Design Magnesium Beam Service Repair*.
- If the vehicle was built between 1/18/10 through 5/12/10, refer to *Second Design Magnesium Beam Service Repair*.

## **First Design Magnesium Beam Service Repair**

### **Passenger Side Lower Magnesium Beam Cut Procedure**



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1. Remove the instrument panel insulator. Refer to *Instrument Panel Insulator Replacement –Right Side (Left Hand Drive)* in SI.



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2. Remove instrument panel compartment from the vehicle. Refer to *Instrument Panel Compartment Replacement (Left Hand Side)* in SI. Destroy the instrument panel compartment assembly (door and storage bin) and retain for the required 15 days after claim payment.



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3. Remove the instrument panel side trim panel assembly. Refer to *Instrument Panel Side Trim Panel Assembly Replacement* in SI.



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4. Cover the work area with a plastic covering or drop cloth. The work area includes the front passenger side of the vehicle. The plastic covering or drop cloth will protect the interior of the vehicle from debris.



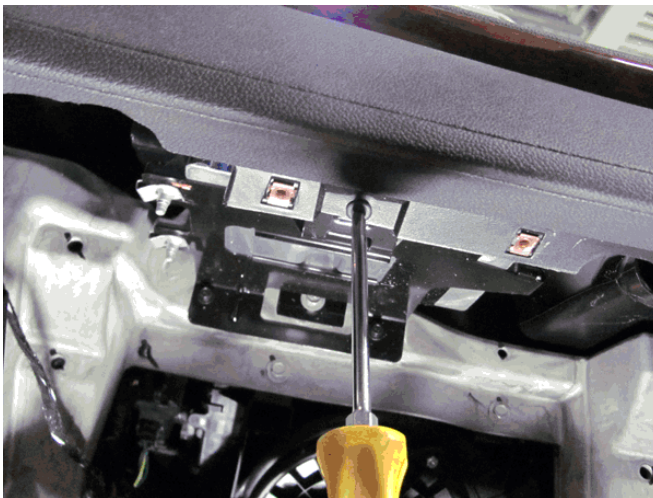
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5. Remove the screw on the outboard instrument panel plastic retainer.



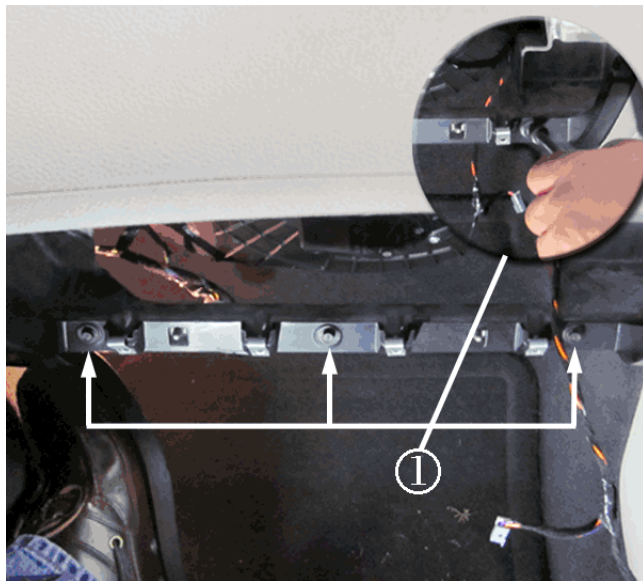
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6. Remove the screw on the lower outboard instrument panel plastic retainer.

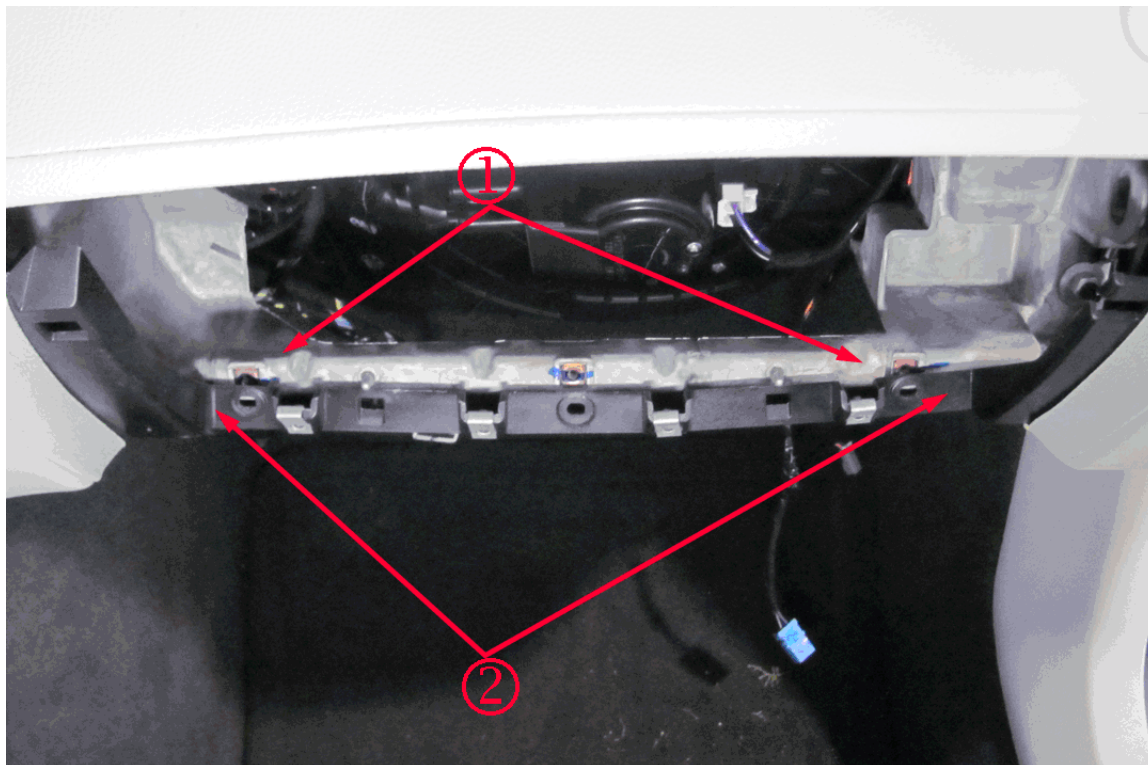


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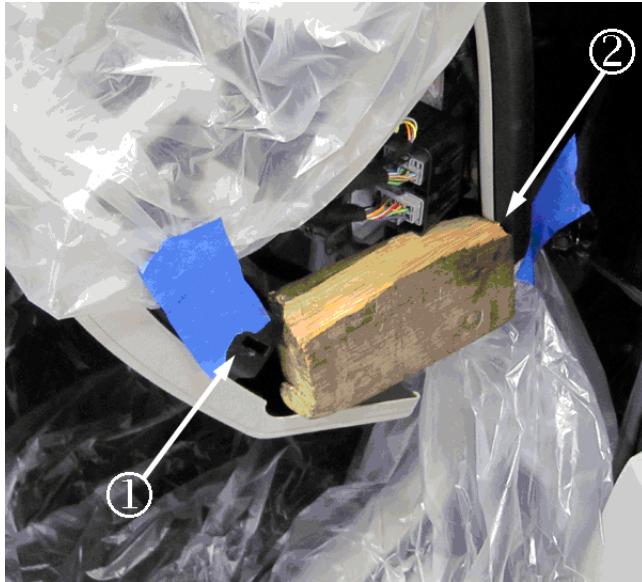
7. Remove the screw on upper end of the OnStar module.



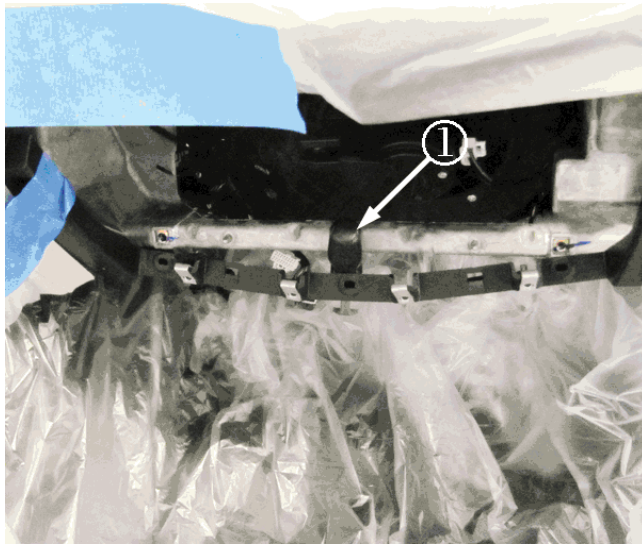
- 8. Remove the three screws (1) from the instrument panel plastic retainer.



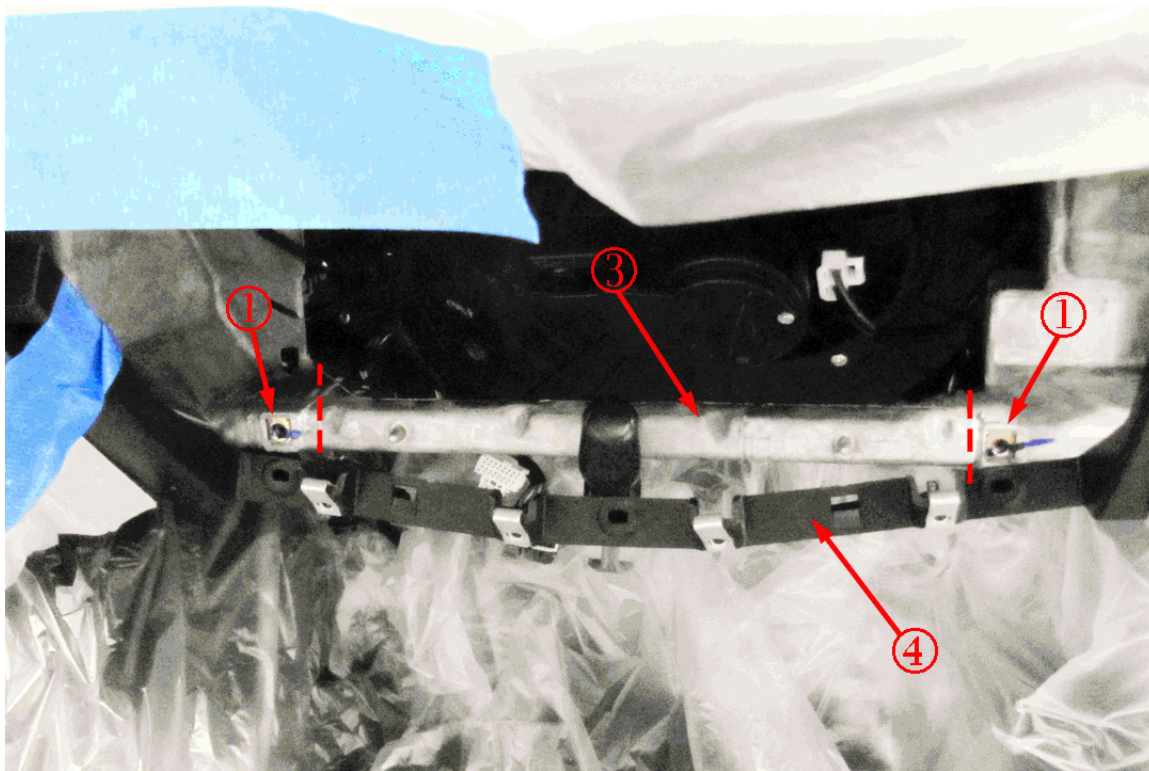
- 9. Separate the instrument panel plastic retainer (2) from the magnesium beam (1).



- 9.1 Carefully insert a piece of wood (or equivalent) that is 165 mm (6.5 in) in length between the instrument panel plastic retainer (1) and the frame (2) as shown in the illustration.

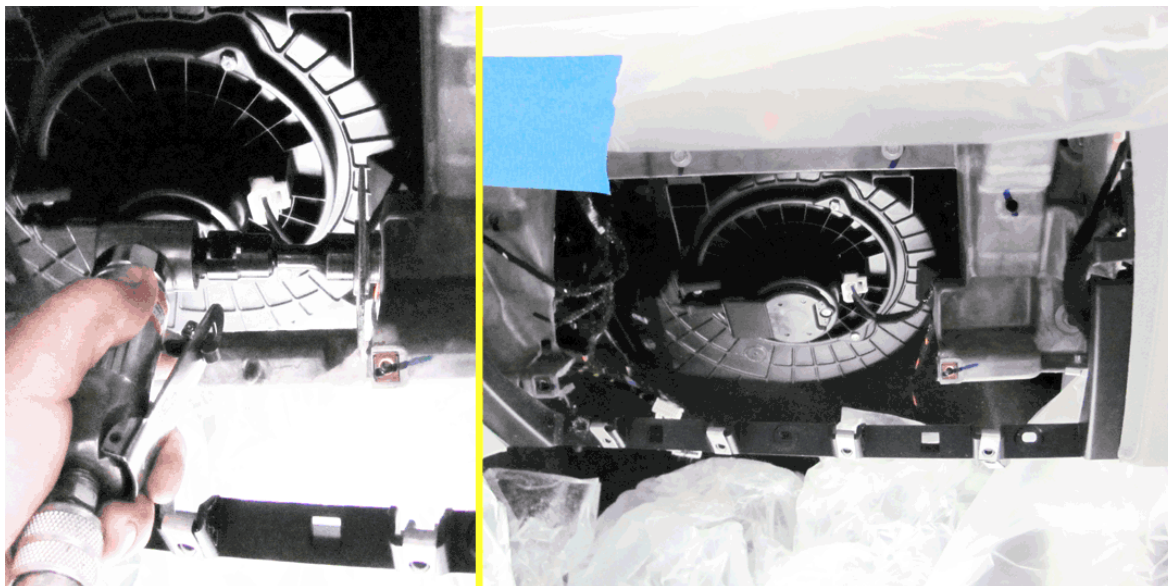


- 9.2 Insert a screwdriver, or equivalent, between the front center section of the magnesium beam and the instrument panel plastic retainer as shown to hold the instrument panel plastic retainer away from the magnesium beam.



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- 9.3 Using a pen, mark a cut line on the inboard side of the end cinch nuts (1). Refer to the illustration. The cut lines should be as close to the cinch nuts as possible.
- 9.4 Ensure that the instrument panel plastic retainer (4) is separated from the magnesium beam (3).



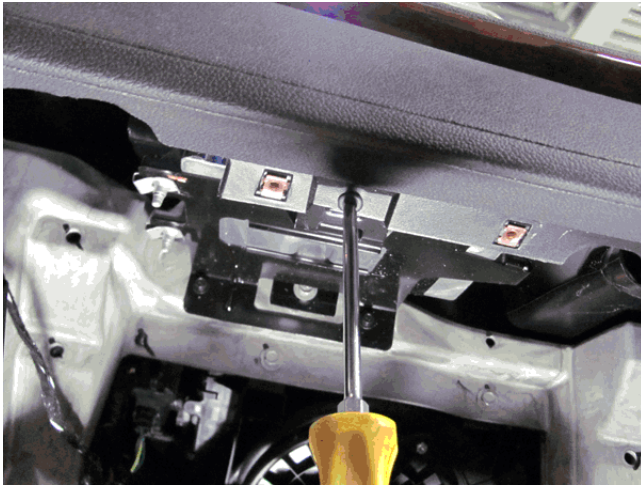
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**Caution: Do NOT damage the end cinch nuts (1) while cutting the center section of the magnesium beam. The end cinch nuts are required to secure the instrument panel compartment assembly.**

- 9.5 Cut and remove the center portion of the lower magnesium beam (3) using a cut-off wheel, Dremel tool, or equivalent. A picture after the removal of the center portion of the lower magnesium beam is shown above.



10. Pull up on the instrument panel plastic retainer to locate the instrument panel plastic retainer screw holes to the end cinch nuts on the magnesium beam.
11. Install the two end screws into the cinch nuts on the magnesium beam.



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12. Install the screw on the upper end of OnStar module.



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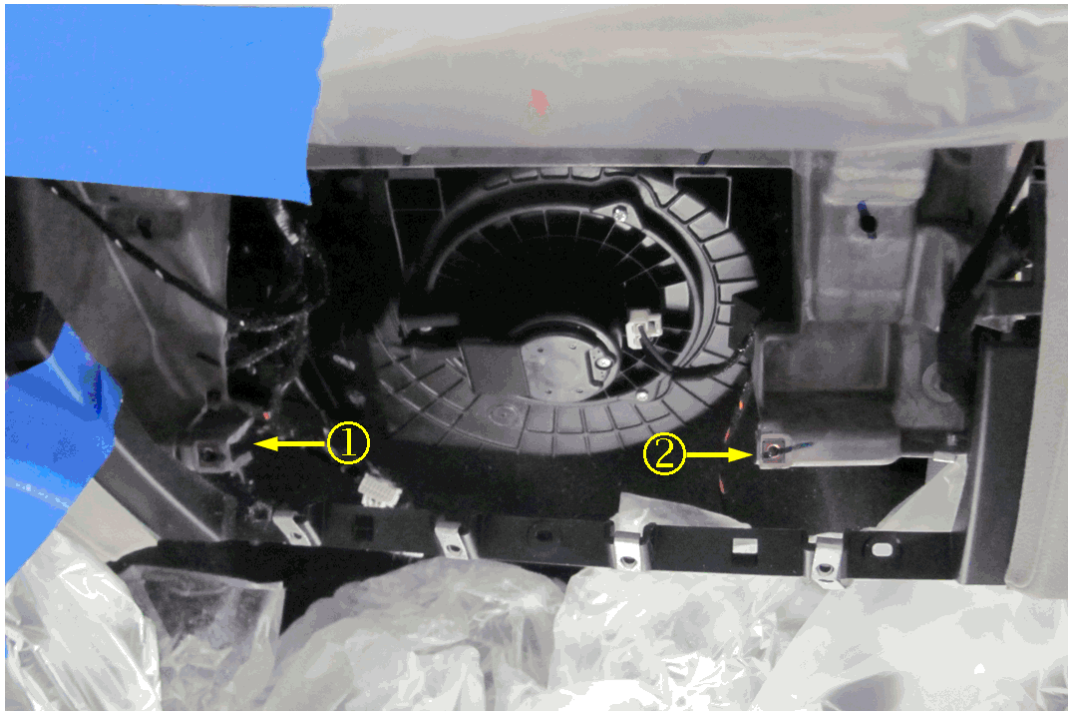
13. Install the screw on the lower outboard instrument panel plastic retainer.



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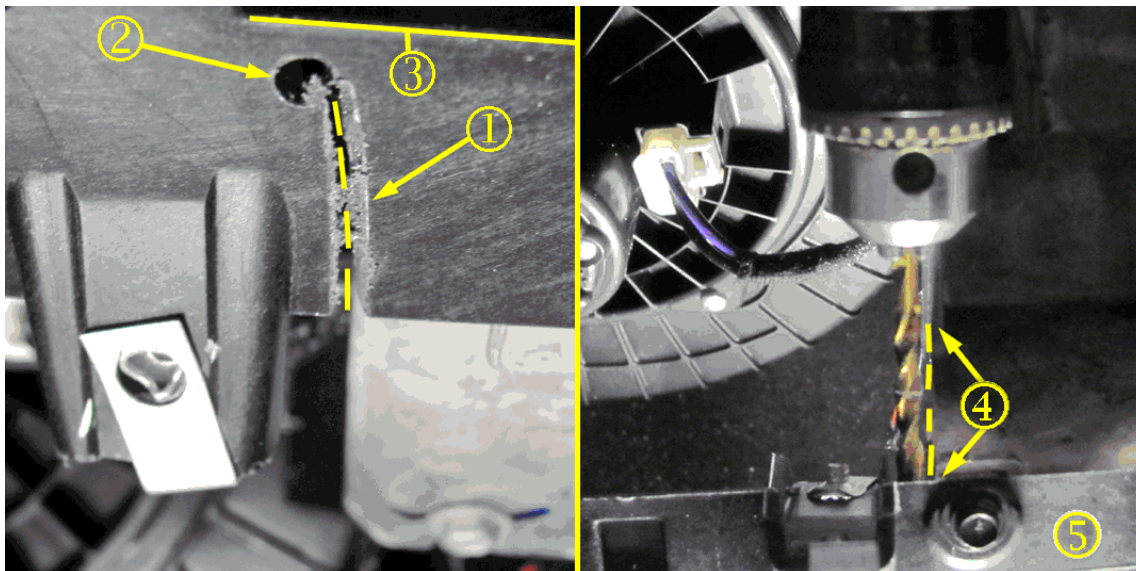
14. Install the screw on the outboard instrument panel plastic retainer.

## Outboard Passenger Side Lower Magnesium Beam Cut Completed in Step 9.5



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## Right Hand Side Instrument Panel Plastic Retainer Cut Procedure



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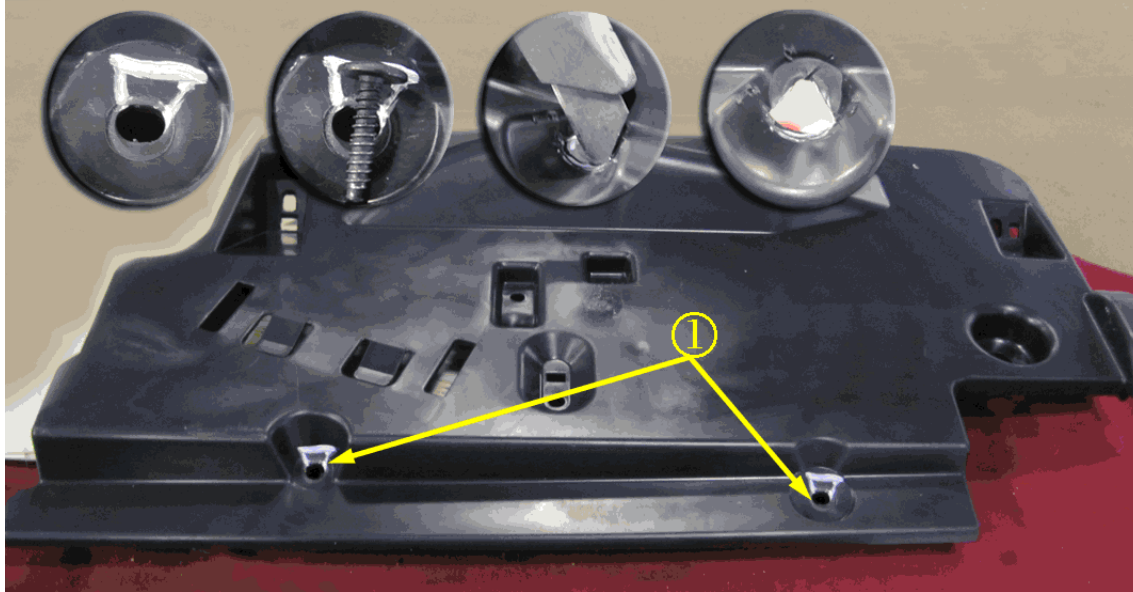
Left portion of illustration shows the underside of the instrument panel plastic retainer. Right portion of the illustration shows the front and topside of the instrument panel plastic retainer.

**Note:** The cut line should follow the edge of the outboard passenger side magnesium beam cut made in Step 9.5. Refer to *Outboard Passenger Side Lower Magnesium Beam Cut Completed* in the Step 9.5 illustration. Callout 2 shows the pre-drill of the outboard passenger side cut. End the cut line 1-2 mm (3/64-5/64 in) before the front face (5) surface edge (3) of the instrument panel plastic retainer.

15. Using a pen, mark a cut line (1) on the underside of the instrument panel plastic retainer along the outboard passenger side magnesium beam cut.

16. Drill a hole at the end point of the cut line using a 4.74 mm (3/16 in) drill bit. Drill the hole from the top of the instrument panel plastic retainer as shown in illustration.
17. Cut the underside of the instrument panel plastic retainer to the hole made in step 16.

#### Instrument Panel Insulator Screw Hole Cut Procedure



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18. Modify the two instrument panel insulator screw holes (1). Refer to illustration.
  - 18.1 Using a pen, mark an 11 o'clock to 2 o'clock notch into the two screw holes. The notches should be slightly larger than the head of the screws.
  - 18.2 Using a box cutter (or equivalent tool) cut out the notched area of the screw holes.
19. Remove the plastic cover or drop cloth from the passenger side of vehicle. Clean the remaining debris from the interior.



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**Note:** Ensure that the instrument panel insulator is retained by pressing on the insulator from the top side (through the instrument panel compartment) while ensuring that there is no fore/aft movement of the panel that could later result in a rattle or undesired disengagement of the panel to the aft attachments.

20. Install the instrument panel insulator. Refer to *Instrument Panel Insulator Replacement –Right Side (Left Hand Drive)* in SI.



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21. Install the new instrument panel compartment. Refer to *Instrument Panel Compartment Replacement (Left Hand Side)* in SI.



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22. Install the instrument panel side trim panel assembly. Refer to *Instrument Panel Side Trim Panel Assembly Replacement* in SI.

## **Second Design Magnesium Beam Service Repair**



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1. Remove the instrument panel insulator. Refer to *Instrument Panel Insulator Replacement –Right Side (Left Hand Drive)* in SI.



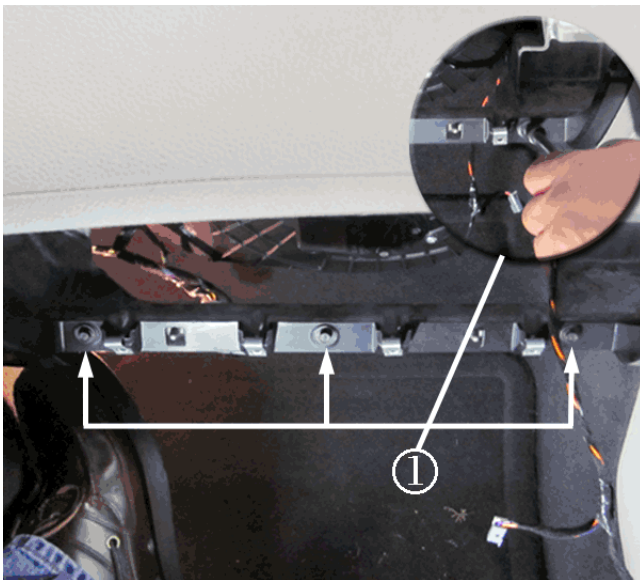
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2. Remove the instrument panel compartment from the vehicle. Refer to *Instrument Panel Compartment Replacement (Left Hand Side)* in SI. Destroy the instrument panel compartment assembly (door and storage bin) and retain for the required 15 days after claim payment.



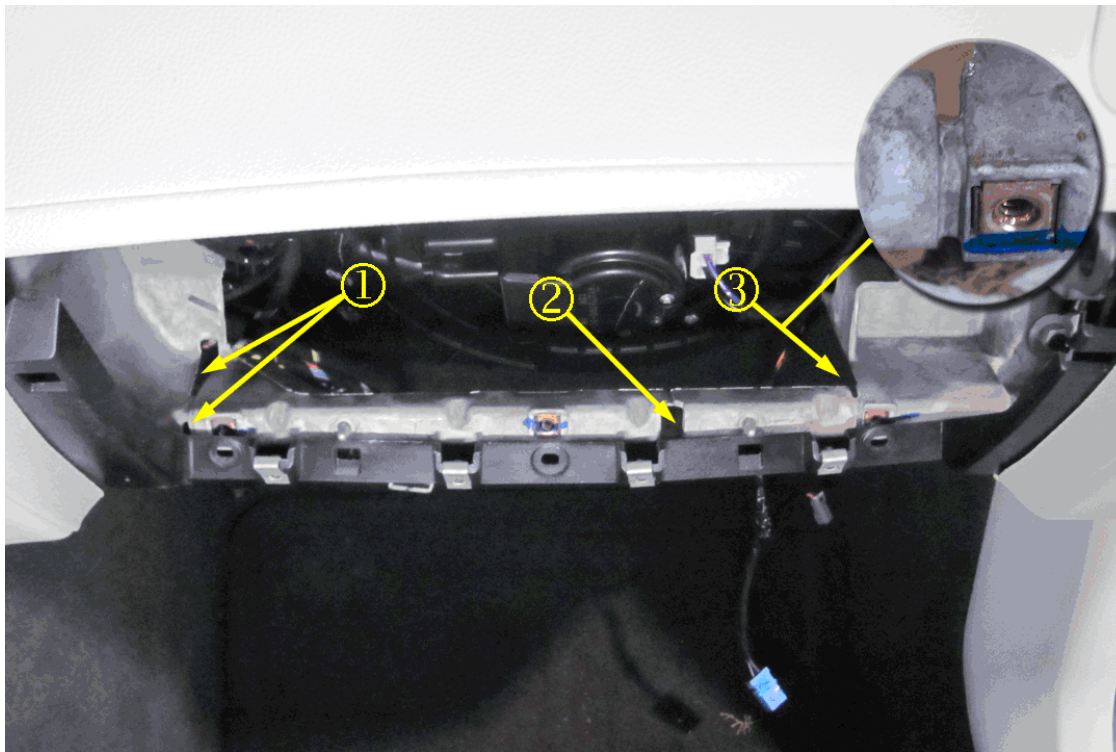
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3. Cover the work area with a plastic covering or drop cloth. The work area includes the front passenger side of the vehicle. The plastic covering or drop cloth will protect the interior of the vehicle from debris.



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4. Remove the three screws (1) from the instrument panel plastic retainer.
5. Separate the instrument panel plastic retainer from the magnesium beam.

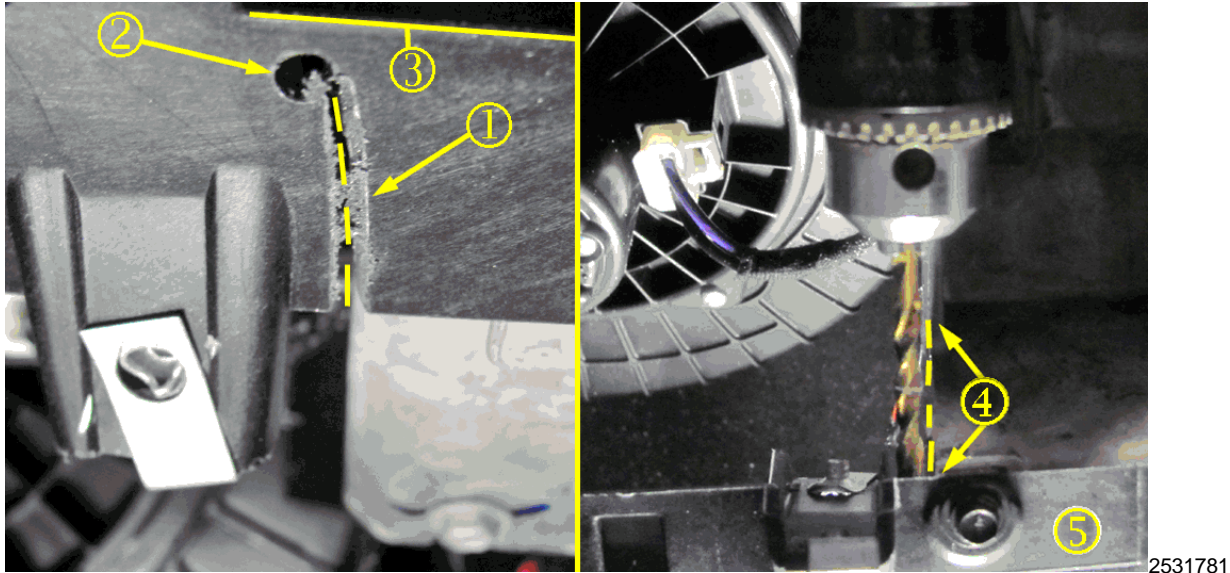


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**Callouts (1), (2) (3) show cut out portions of the second design magnesium beam.**

6. Follow the production outboard passenger side cutout (3). Refer to the illustration. End the cut line 1-2 mm (3/64-5/64 in) before the front face (5) surface edge (3) of the instrument panel plastic retainer. Remove the three instrument panel plastic retainer screws to view the production outboard passenger side cutout (3). Re-install the screws after viewing the cutout.

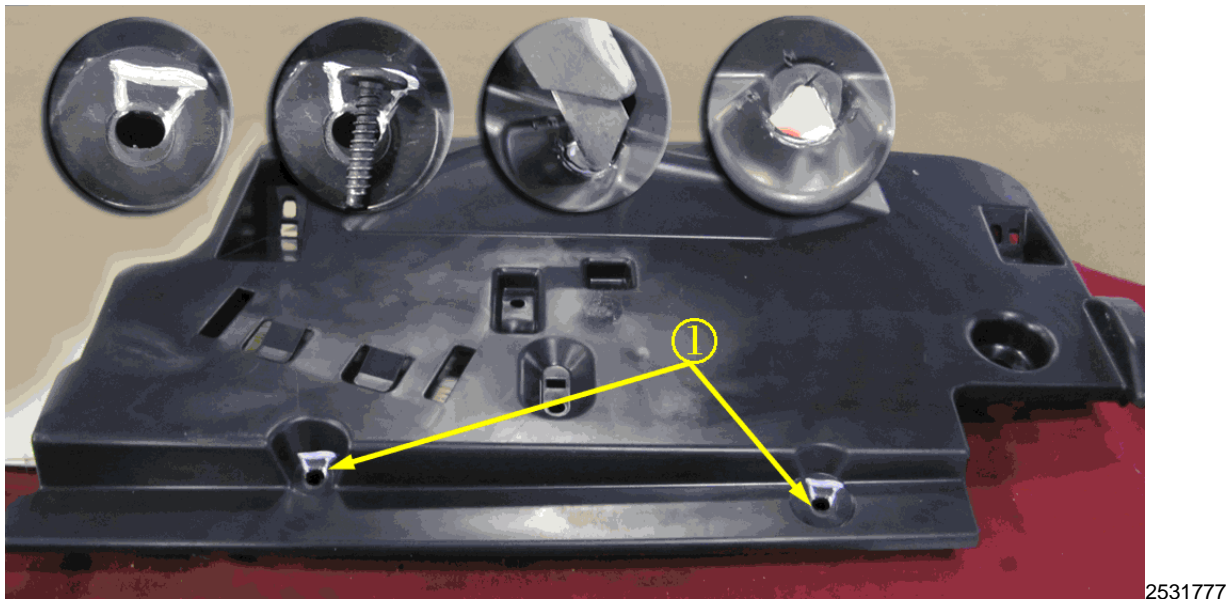
### Right Hand Side Instrument Panel Plastic Retainer Cut Procedure



Left portion of illustration shows the underside of the instrument panel plastic retainer. Right portion of the illustration shows the front and topside of the instrument panel plastic retainer.

7. Drill a hole (2) at the end point of the cut line (1) using a 4.74 mm (3/16 in) drill bit. Drill the hole from the top of the instrument panel plastic retainer (4) as shown in illustration.
8. Cut the underside of the magnesium beam (1) retainer to the hole (2) made in Step 7.

### Instrument Panel Insulator Screw Hole Cut Procedure



9. Modify the two instrument panel insulator screw holes (1). Refer to the illustration.
  - 9.1 Using a pen, mark an 11 o'clock to 2 o'clock notch into the two screw holes. The notches should be slightly larger than the head of the screws.
  - 9.2 Using a box cutter (or equivalent tool), cut out the notched area of the screw holes.



10. Remove the plastic cover or drop cloth from the passenger side of the vehicle. Clean the remaining debris from the interior.



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**Note:** Ensure that the instrument panel insulator is retained by pressing on the insulator from the top side (through the instrument panel compartment) while ensuring there is no fore/aft movement of the panel that could later result in a rattle or undesired disengagement of the panel to the aft attachments.

11. Install the instrument panel insulator. Refer to *Instrument Panel Insulator Replacement –Right Side (Left Hand Drive)* in SI.



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12. Install the new instrument panel compartment. Refer to *Instrument Panel Compartment Replacement (Left Hand Side)* in SI.

### FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

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.

WARRANTY TRANSACTION INFORMATION

Submit a claim using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2321	First Design Instrument Panel Compartment Repair (inc. Mag Beam Repair)	1.0	N/A
V2328	Second Design Instrument Panel Compartment Repair	0.6	N/A
V2322	Floor Plan Reimbursement	N/A	*

\* The amount identified in the "Net Item" column should represent the total of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (September 9, 2010) to the date the repair is completed and the vehicle is ready for sale (not to exceed 23 days):

<b>Vehicle</b>	<b>US Reimbursement Amount</b>
CTS/CTS-V	\$5.82

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, 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 certain 2009 and 2010 model year Cadillac CTS All Wheel Drive and CTS-V vehicles fail to conform to Federal Motor Vehicle Safety Standard 208, Occupant Crash Protection. As a result, GM is conducting a 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 10292.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

In the event of a vehicle crash, there is an increased risk of leg injury to an unbelted front seat passenger. To minimize this risk, the front seat passenger should always properly wear the available safety belt. Everyone should properly wear safety belts at all times when riding in a motor vehicle.

### What will we do?

Your GM dealer will replace the glove compartment assembly and, in some vehicles, modify the instrument panel structure. 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 40 to 60 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 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.

### 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](http://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.

Jim Moloney  
General Director, Customer and Relationship Services