



File In Section: Product Recalls
Bulletin No.: 10355C
Date: August 2011

Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Passenger Sensing System

MODELS: 2005-2007 Cadillac CTS, CTS-V

Due to part availability, customers involved in this recall were notified in phases. The final phase of this recall is now being released and consists of 2007 model year vehicles. Because all involved vehicles have been released, the use of labor code T5814 will no longer be allowed. Please discard all copies of bulletin 10355B, issued June 2011.

CONDITION

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. Some of these vehicles have a condition in which repeated flexing of the Passenger Sensing System 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.

CORRECTION

Dealers are to replace the Passenger Sensing System.

VEHICLES INVOLVED

Involved are **certain** 2005-2007 model year Cadillac CTS and CTS-V vehicles.

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 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.

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.

PN 19124390 has been temporarily excluded from RIM.

Part Number	Description	Quantity/Vehicle
19124390	Module Kit, Infl Rst Frt Pass Presence (LHD)	1
19124391	Module Kit, Infl Rst Frt Pass Presence (RHD)	1

SERVICE PROCEDURE

1. Remove the passenger presence system. Refer to *Inflatable Restraint Passenger Presence System Replacement – Front* in SI.
2. Install a new passenger presence system. Refer to *Inflatable Restraint Passenger Presence System Replacement – Front* 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 August 31, 2012.

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 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 transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2383	Install Passenger Presence System	0.7	N/A
V2384	Customer Reimbursement (not for use by US GM dealers)	0.2	*

* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

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, which relates to motor vehicle safety, exists in certain 2005, 2006, and 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.

I M P O R T A N T

- Your vehicle is involved in safety recall 10355.
- 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 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.

What will we do?

Your GM dealer will replace the PSS mat. 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 45 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 and have not already requested a reimbursement. Even though you may have already had this condition corrected, you will still need to take your vehicle to your <DIV_DLR> dealer for repair.

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.

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

Enclosure
10355