



GENERAL MOTORS LLC
Global Interior and Safety Center

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By Recall Management Division at 3:10 pm, Dec 20, 2011

December 20, 2011

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

11V-595
(3 Pages)

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a noncompliance involving certain 2010 and 2011 model year (MY) Cadillac SRX vehicles.

573.6(c)(1): Cadillac Brand of General Motors Company

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that certain 2010 and 2011 MY Cadillac SRX vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard (F/CMVSS) 114, Theft Protection and Rollaway Protection. These vehicles may have a transmission shift cable that was improperly installed and may come out of the transmission bracket. This could prevent the driver from shifting the transmission in or out of gear, resulting in no motion or unexpected vehicle motion. If this condition were to occur, the PRNDL position indicator in the instrument panel would be correct but the console shifter may not display the correct gear position and the driver may not be able to restart the vehicle or shift the vehicle into PARK. This could allow the vehicle to roll away if the driver has exited the vehicle without applying the park brake and cause a possible crash without prior warning.

573.6(c)(7): On June 22, 2011, General Motors received a customer letter alleging unintended vehicle motion in a 2011 MY SRX as the customer attempted to shift between Park and Drive, and then back to Park. There was no report of injury or property damage, and the customer reported that he stopped the vehicle with the service brake and then set the parking brake. The vehicle was returned to the customer's local General Motors dealership who reported that the transmission shift cable was not seated in the transmission shift cable bracket, allegedly resulting in the reported condition.

Immediately, all vehicles at the General Motors SRX assembly plant were held and inspected. Assembly plant personnel identified 11 out of 710 vehicles with transmission shift cables that were not fully seated in the transmission bracket. The transmission shift cables in these 11 vehicles were not properly routed in the engine compartment. All suspect vehicles were repaired prior to shipment and process improvements were implemented on June 23, 2011, to prevent any future occurrences.



On June 24, 2011, GM Product Investigations launched an investigation of the subject condition. A complete search of internal and external records for possible incidents prior to the June 23, 2011, containment date revealed three potentially related warranty claims dating back to November 15, 2010; all of which occurred during early months of customer use, the oldest claim occurring at 3½ months and 960 miles. The assembly process history was scrutinized and field reports monitored. The incident vehicle was shipped to General Motors Engineering Center on October 31, 2011, for further examination. GM also reviewed nine additional warranty claims for shift cable repair that may have likely been related to the subject condition. All warranty reports occurred during the first four months of service, and there were no reports of unintended vehicle motion. No other field reports related to the subject condition were identified.

The issue was presented to the Field Performance Evaluation Review Committee and on December 15, 2011, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to inspect and ensure that the transmission shift cable is properly routed and seated in the transmission cable bracket.

GM sent the dealer bulletin on December 16, 2011, and anticipates mailing owner letters in mid January 2012.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): GM will provide copies of the dealer bulletin and owner letter under separate cover.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Carmen Benavides". The signature is fluid and cursive, with the first name "M." and last name "Benavides" clearly distinguishable.

M. Carmen Benavides, Director
Product Investigations and Safety Regulations

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
				<u>(FROM)</u>	<u>(TO)</u>		
Cadillac	N	2010	92	10/26/2008	07/05/2010	SRX	*
Cadillac	N	2011	8,697	02/02/2010	06/23/2011	SRX	"
GM Total:			8,789				

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): N/A

11348