



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Power Vacuum Brake Boost Pushrod Retention Nut Torque - Inspect

**MODELS:** 2012 Cadillac CTS

Vehicles involved in this recall were placed on Stop Delivery October 29, 2011. Once the service procedure in this bulletin has been performed on the vehicle, the vehicle can be released for delivery.

Dealers are to immediately contact customers with involved vehicles by telephone to inform them of this recall. As soon as GM obtains customer names and addresses, letters will be sent to these customers.

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012 model year Cadillac CTS vehicles. Some of these vehicles have a condition in which the power vacuum brake boost pushrod retention nut may not be torqued to the proper specification. If the nut is not torqued to the proper specification, the nut could loosen and allow the pushrod to separate from the brake pedal. This could result in a loss of ability to brake and possible crash without prior warning.

### CORRECTION

Dealers are to inspect the power vacuum brake boost pushrod retention nut, and if necessary, torque the nut to the proper specification.

### VEHICLES INVOLVED

Involved are **certain** 2012 model year Cadillac CTS 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 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.

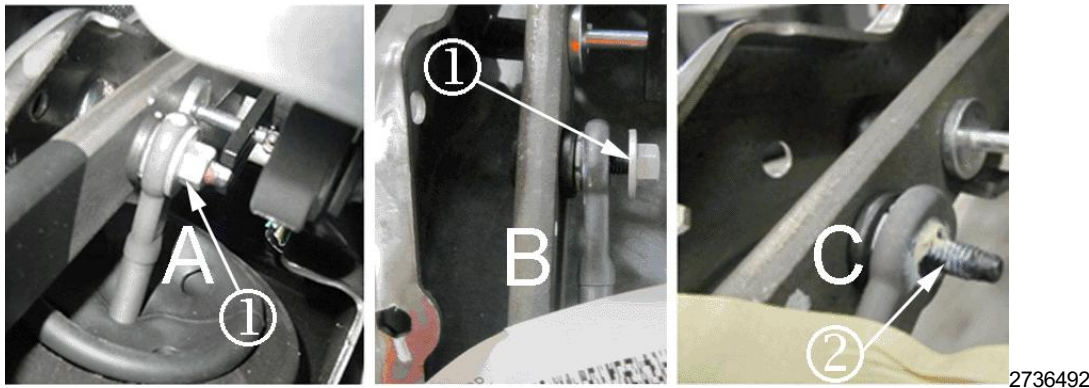
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are 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.

Part Number	Description	Quantity/Vehicle
15685170	NUT, BRK PED PUSH ROD	1 (If Req'd)

### SERVICE PROCEDURE



(1) Brake Booster Actuator Rod Nut (2) Missing Nut  
 (A) Nut Present and Tightened (B) Nut Loose (C) Missing Nut

- Reach up the brake pedal and feel for the brake booster actuator rod nut. Determine if the brake booster actuator rod nut is present and tightened to 9 N·m (80 lb-in).
  - If the brake booster actuator rod nut is present and tightened to 9 Nm (80 lb-in), no further action is required.
  - If the brake booster actuator rod nut is missing, replace the nut and **tighten it to 9 N·m (80 lb-in)**.
  - If the brake booster actuator nut is loose or NOT tightened to 9 Nm (80 lb-in), **tighten the nut to 9 N·m (80 lb-in)**.

### 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 transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
V2505	Inspect Brake Booster Actuator Rod Nut - No Further Action Required	0.2
V2506	Inspect & Torque/Install Brake Booster Actuator Rod Nut	0.3

### CUSTOMER NOTIFICATION

Dealers are to contact immediately customers by telephone to inform them of this recall. General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin) when names and addresses are obtained.

### DEALER RECALL RESPONSIBILITY – For US (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.



November 2011

Dear Cadillac Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

You may have already been contacted by your dealer but this letter is to inform you that General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 model year Cadillac CTS 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 11318.
- 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 power vacuum brake boost pushrod retention nut may not be torqued to the proper specification. If the nut is not torqued to the proper specification, the nut could loosen and allow the pushrod to separate from the brake pedal. This could result in a loss of ability to brake and possible crash without prior warning.

### **What will we do?**

Your Cadillac dealer will inspect the power vacuum brake boost pushrod retention nut, and if necessary, torque the nut to the proper specification. 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 inspection and possible service correction time of approximately 15 to 20 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 Cadillac 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.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Guam	65-6267-1752	
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

GM Recall #11318