

GM CUSTOMER CARE AND AFTERSALES
DCS3245
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 22, 2014

Subject: Noncompliance Recalls 14220A and 14249A – IMPORTANT UPDATE
– **INSPECT ALL PARTS PRIOR TO INSTALLING IN VEHICLES**
Passenger Airbag Partial Deployment

Models: 2015 Cadillac Escalade and Escalade ESV

To: All Cadillac Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales
Manager, New Vehicle Sales Manager, Parts and Service Director,
and Service Manager

*****ATTENTION PARTS MANAGER AND SERVICE MANAGER*****

**SOME SUSPECT PARTS HAVE BEEN FOUND IN THE PRESHIPMENT OF PARTS
SENT TO DEALERS. INSPECT ALL PARTS PRIOR TO INSTALLING IN VEHICLES.**

**Dealers should contact their District Manager of Aftersales (DMA) with a list of
VINs that were repaired prior to inspection of inventory parts.**

**All preship parts must be inspected to ensure the part is not one of the suspect
parts identified in the table in the bulletin. Inspection instructions have been
added to the Part Information section.**

**For vehicles that have already been repaired, dealers must inspect the part to
ensure it is not one of the suspect parts identified in the table in the bulletin. An
inspection procedure has been added to the Service Procedure section. Please
discard all copies of bulletin 14220.**

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES