

GM CUSTOMER CARE AND AFTERSALES
DCS3372
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 24, 2014

Subject: 14172B - Safety Recall
Unintended Ignition Key Rotation
Parts and Service Procedure Sections Revised

Models: 2003-2010 Cadillac CTS
2011 Cadillac CTS (VIN D and Built Prior to December 13, 2010)
2004-2006 Cadillac SRX

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

The pre-shipment of parts supplied by GMCCA has concluded and the Parts Information section has been revised. Dealers may begin placing orders for key inserts, key cover kits and key rings starting September 24, 2014. A note has also been added to the beginning of the Service Procedure section regarding ignition lock cylinders that have two "ears" protruding from the cylinder. Please discard all copies of bulletin 14172A.

END OF MESSAGE
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