

GM CUSTOMER CARE AND AFTERSALES  
DCS3281  
URGENT - DISTRIBUTE IMMEDIATELY

Date:	August 7, 2014
Subject:	14497 - Safety Recall Unintended Ignition Key Rotation
Models:	2011-2014 Cadillac CTS (VIN D) Equipped with Traditional Key Ignition
To:	All Cadillac Dealers
Attention:	General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales Manager, Used Vehicle Sales Manager and Warranty Administrator

General Motors is releasing Safety Recall 14497 today. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery July 2, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Vehicles involved in this recall were previously loaded into IVH under safety recall 14172. Since we now have a repair for certain 2011 CTS vehicles (built after December 12, 2010) and all 2012-2014 CTS vehicles, they have been transferred to this safety recall. The 2003-2010 and certain 2011 CTS vehicles (built prior to December 13, 2010) and the 2004-2006 SRX vehicles, however, will remain in safety recall 14172 because they will have a different repair, which is not available at this time. Please ensure that you check IVH for vehicle eligibility and that the vehicle key has a round hole and not a slot before proceeding with this repair. An initial supply of the parts required to complete this recall are being pre-shipped to involved dealers of record. Dealers will receive a cancellation on any order placed for the related part number until further notice. When the pre-shipment activity concludes, the parts will become available for dealer ordering.

Customer Letter Mailing

The customer letter mailing will be scheduled in the near future.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated August 7, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE  
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