

GM CUSTOMER CARE AND AFTERSALES  
DCS3355  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 17, 2014

Subject: 14172A - Safety Recall  
Unintended Ignition Key Rotation  
Parts and Warranty 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 Parts Information and Warranty Transaction Information sections have been revised to allow dealer ordering of the Loctite adhesive and primer and the 3M adhesive, nozzle, applicator gun and plunger. These products are to be obtained directly from ExodusDirect. Do not attempt to order from GMCCA.

The pre-shipment of parts supplied by GMCCA will continue until further notice to dealers with involved vehicles. Dealers will receive cancellations on any order placed for these parts. Please discard all copies of bulletin 14172.

**END OF MESSAGE**  
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