

GM CUSTOMER CARE AND AFTERSALES
DCS3202
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 2, 2014

Subject: Stop Delivery Order
Upcoming Safety Recall 14172

Models: 2003-14 Cadillac CTS
2004-06 Cadillac SRX

To: All Cadillac Dealers

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

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2003-2014 Cadillac CTS and 2004-2006 Cadillac SRX vehicles in new or used vehicle inventory.

If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, or if the driver unintentionally bumps the key ring or items attached to the key ring with their knee, the key may unintentionally move away from the "run" position. If this occurs, engine power, power steering and power braking may be affected, increasing the risk of a crash. The timing of the key movement out of the "run" position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes.

Customers should remove all items from their key rings, including the key fob, leaving only the ignition key. In addition it is very important that drivers adjust their seat and steering column to allow clearance between their knee and the ignition key.

Dealers are to provide two replacement key rings. Vehicles with slotted keys will also receive key inserts.

If any of these vehicles are in dealer inventory (new or used), they must be held and not delivered to customers, dealer traded, released to auction, or used for demonstration purposes until further instructions are received.

The attached list provides the Vehicle Identification Number (VIN) of identified vehicles in dealer new inventory. It is sorted by dealer Business Associate Code (BAC) for easy

reference. If your dealership's BAC is not listed, then none of the involved vehicles are currently assigned to you and no further action is required.

Instructions for releasing the involved vehicles from this stop delivery will be provided in the near future.

END OF MESSAGE
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