

GM CUSTOMER CARE AND AFTERSALES  
DCS3351  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 16, 2014

Subject: 14497A – Safety Recall  
Unintended Ignition Key Rotation  
Part Information Section Revised and Customer Letter Added

Models: 2011-2014 Cadillac CTS (VIN D and Built after December 12,  
2010)  
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

The Parts Information section has been revised. The parts pre-shipment for the U.S. and Canada has concluded. Dealers may now order following normal ordering practices. Note that GM is mailing a key ring kit and installation instructions to each customer of record with their recall notification letter who currently are located in the U.S. and Canada. Please take this into consideration before ordering additional parts for shelf stock. A copy of the customer notification letter and instruction sheet have also been added. Please discard all copies of bulletin 14497.

**Customer Letter Mailing**

The customer letter mailing began September 10, 2014.

END OF MESSAGE  
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