

GM CUSTOMER CARE AND AFTERSALES
DCS4472
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 9, 2017

Subject: 14497C - Safety Recall
Unintended Ignition Key Rotation
Service Procedure Revised

Models: 2011-2014 Cadillac CTS (VIN D)
Equipped with Traditional Key Ignition

To: All General Motors 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 Service Procedure section has been revised to include instructions regarding an owner manual supplement which has been added to this bulletin. Upon completion of the required correction, dealers should insert a copy of the supplement into the vehicle's owner manual. Please see the attached bulletin for details and discard all copies of bulletin 14497B.

END OF MESSAGE
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