

GM CUSTOMER CARE AND AFTERSALES
DCS3397
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 20, 2014

Subject: Upcoming Safety Recall 14405 - Update
Customer Letter Mailing

Models: 2004-2007 Cadillac CTS-V ; 2006-2007 Cadillac STS-V

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

On September 4, 2014, Cadillac dealers were advised via GM GlobalConnect of upcoming safety recall 14405. This product field action involves 2004-2007 Cadillac CTS-V and 2006-2007 Cadillac STS-V.

As required by the National Highway Traffic Safety Agency (NHTSA), GM will begin notifying involved customers of this safety recall on October 23, 2014. This letter will advise customers that parts are not currently available and that they will receive another letter when parts become available. A copy of the advisory letter is attached to this message.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated for this upcoming safety recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.

END OF MESSAGE
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