

GM CUSTOMER CARE AND AFTERSALES  
DCS3388  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 7, 2014

Subject: 14686 - Noncompliance Recall  
Passenger Airbag Partial Deployment

Models: 2015 Cadillac Escalade  
2015 Cadillac Escalade ESV

To: All Cadillac Dealers

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

General Motors is releasing Noncompliance Recall 14686 today. The total number of U.S. vehicles involved is approximately 1,000. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery September 30, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. Note that six more vehicles have been added to the original stop delivery VIN list which is attached to this message.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, released to auction, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

An initial supply of the parts required to complete this recall are being pre-shipped to involved U.S. and Canadian dealers of record on a limited basis. This pre-shipment began on October 6, 2014. Pre-shipped parts will be charged to dealer's open parts account.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Investigate Vehicle History screen in GWM will be updated in the near future.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in the near future.

END OF MESSAGE

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