



IMPORTANT SAFETY RECALL

October 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013 and 2014 model year Cadillac XTS vehicles and 2014 model year Chevrolet Impala vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2013 or 2014 model year Cadillac XTS or 2014 model year Chevrolet Impala.
- Your vehicle is involved in GM safety recall 14532.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Some vehicles are equipped with a sensing and diagnostic module (SDM) that may have been reprogrammed at the assembly plant and set to “manufacturing mode.” In this setting, the vehicle’s airbags will not deploy in the event of a collision, increasing the risk of occupant injury. This condition can be identified by the airbag/supplemental inflatable restraint malfunction indicator lamp on the instrument panel, which will illuminate and remain illuminated (solid or flashing) after the vehicle is turned on.

What will we do?

Your GM dealer will reprogram the SDM. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual reprogramming time of approximately 20 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do not drive your vehicle if the airbag malfunction indicator lamp on the instrument panel remains illuminated (solid or flashing) when the vehicle is running with the key in the ignition. If this occurs, contact your dealer to have the vehicle towed to the dealership.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed on the next page.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V518.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #14532