

Q&A on safety recall 14062 for 2013 and some 2014 Cadillac XTS models for a brake booster pump wiring issue that can potentially lead to a fire.

Q1. What vehicles are involved?

A1. 2013 and some 2014 Cadillac XTS models.

Q2. What is the condition leading to the recall?

A2. 2013 and some 2014 Cadillac XTS sedans have a brake booster pump that can create positive pressure within an attached wiring harness. That pressure could cause a pump relay cavity plug to dislodge, allowing corrosive contaminants to enter the pump relay connector, possibly leading to a low-resistance short that could create heat while the vacuum pump was active.

Q3. Are these vehicles safe to drive?

A3. We announced this recall because we determined that a defect related to motor vehicle safety exists. There have been 2 engine compartment fires. Both of these fires occurred at very low mileage. Both cars were dealership owned. The two engine compartment fires were put out with fire extinguishers. However, if present, the issue would present itself through an odor and smoke. If the issue occurs, the driver should safely pull off the road and press the OnStar Emergency Button or call 911.

Q4. Another recall? Does that mean your vehicles aren't safe?

A4. We announced this recall because we determined that a defect related to motor vehicle safety exists. Pressure within the brake booster pump harness may cause a brake booster pump cavity plug to dislodge from the connector. This could allow contamination which may cause corrosion of the brake booster pump relay connector. If there is sufficient corrosion of the relay connector, it may cause a resistive short and melt the connector, which could cause a fire.

Everything we are doing is guided by one unwavering principle: do what is best for our customer. Customer safety and satisfaction are at the heart of every decision we make. We're continuing to drive a quality focus deeper into the company, across all disciplines – from Design, to Engineering, to Manufacturing and Sales and Marketing. It is an enterprise-wide approach to quality where every employee plays a role.

Q5. Is this related to the ignition switch recall?

A5. No.

Q6. Have there been any injuries associated with the condition?

A6. No, based on our initial search.

Q7. Where were these vehicles built?

A7. They were built in Oshawa, Ontario.

Q8. When will letters go out and customers be able to get their vehicles fixed?

A8. Customers will receive letters to contact their Cadillac dealers for appointments soon.

Q9. What is the repair for this condition?

A9. Rerouting the vent hose to avoid obstruction and gently push in the cavity plugs and apply silicone on top of the cavity plugs to reinforce them.

Q10. How long will customers be without their vehicles?

A10. In general, the repair should take less than an hour, though wait times could vary depending how busy the dealership is.

Q11. Will customers be given loaner cars to drive while the repair is being performed?

A11. We will do whatever is necessary to take care of customers inconvenienced by this recall.

Q12. How many vehicles does this recall involve?

A12. Approximately 64,000 U.S. vehicles are involved.

Q13. Are both new and previously owned vehicles involved?

A13. Yes, all vehicles subject to this recall in dealer inventory (new or previously owned) must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the required recall repair is completed. This is specified in Article 7.1.3 of the Dealer Sales and Service Agreement as follows:

“Dealer will also determine that recall inspections and corrections have been made on new and used motor vehicles in its inventory prior to sale...”

Q14. When will this recall be loaded in Investigate Vehicle History (IVH)?

A14. Information will be loaded in Investigate Vehicle History (IVH) on March 20.