

Q&A Document for Upcoming Safety Recall 14157 Wiper System May Become Inoperative

Q1. What is the condition being covered?

A1. On subject vehicles, the wiper system may not operate after a vehicle jump start with wipers active and restricted, such as in ice or snow. It also is possible that unstable voltage in the vehicle can reproduce the condition without an external jump start, although there are no confirmed reports of this occurring. With inoperative wipers, the driver would no longer be able to clear rain or snow from the windshield. Depending on weather conditions, reduced visibility could increase the risk of a crash.

Q2. How did you discover the condition?

A2. GM discovered the condition through warranty returns to dealerships, which are regularly monitored and analyzed.

Q3. How did this happen?

A3. In cases where vehicle batteries were drained during transport or storage, jump-starting created a low-voltage/high-current situation.

Q4. Is this a vehicle electrical issue or a part issue?

A4. It is a part issue. Replacing the front wiper module will eliminate the issue.

Q5. How many vehicles were built, and where besides the U.S. were they sold?

A5. A total of 21,563 vehicles were produced. In addition to the U.S. population of 19,225 vehicles, Canada received 732 vehicles and Mexico received 94 vehicles. An additional 1,512 were exported to 20 other countries.

Q6. Is my vehicle safe to drive?

A6. Yes.

Q7. When and where were the vehicles manufactured?

A7. The CTS sedans subject to recall were built between June 10, 2013 and Feb. 26, 2014 at the Lansing Grand River Assembly Plant in Lansing, Mich.

Q8. How do I know if my CTS is affected?

A8. GM will notify customers by mail. In the U.S., 8,650 vehicles were sold, and 10,575 are in dealer stock.

Q9. If my vehicle needs repair, how long does it take?

A9. Replacing the front wiper module takes about an hour, but customers may need to leave the vehicle at the dealership longer depending on service volume.

Q10. What part or parts are involved?

A10. The part involved is the front wiper module. It will be replaced free of charge.

Q11. What if I am afraid to drive my 2013-14 Cadillac CTS while waiting for the repair?

A11. Your Cadillac dealer can arrange courtesy transportation at no cost to you.