

GM CUSTOMER CARE AND AFTERSALES
DCS3168
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 26, 2014

Subject: 14087 - Noncompliance Recall
Electronic Stability Control System
Stop Delivery Release

Models: 2014 Cadillac ELR Without Adaptive Cruise Control (-UGN)

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 announcing Noncompliance Recall 14087 today. The total number of U.S. vehicles involved is 655. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery March 19, 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.

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

Customer Letter Mailing

The customer letter mailing has not yet been scheduled.

Global Warranty Management (GWM)

The Investigate Vehicle History screen will be updated in GWM in the near future. However, a list of involved vehicles in dealer inventory is attached to this message.

Dealers should hold all warranty transactions until GWM has been updated.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Electronic Stability Control System

MODELS: 2014 Cadillac ELR Without Adaptive Cruise Control (-UGN)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery March 19, 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.

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

CONDITION

General Motors has decided that some 2014 model year Cadillac ELR vehicles fail to conform to Federal Motor Vehicle Safety Standard 126, Electronic Stability Control Systems. Vehicles without Adaptive Cruise Control were built with a calibration that inhibits some Electronic Stability Control (ESC) diagnostics. If the subject diagnostics are inhibited, there are some fault conditions that will not be detected if they occur. The ESC malfunction indicator light will not illuminate as required by S5.3 of FMVSS 126, even though ESC functionality will be disabled or degraded. Failure to illuminate the ESC malfunction indicator light when an ESC fault condition is present could result in an increased risk of crashes and injuries.

CORRECTION

Dealers are to recalibrate the Electronic Brake Control Module (EBCM).

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

No parts are required.

SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. Use **TIS2WEB on or after 03/21/14** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
 - DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
 - Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
 - Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
 - Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
 - During the programming procedure, follow the SPS prompts for the correct ignition switch position.
 - Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
1. Access the Service Programming System (SPS) and follow the on-screen instructions.
 2. On the SPS Supported Controllers screen, select *K17 Electronic Brake Control Module – Programming* and follow the on-screen instructions.
 3. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

4. With a scan tool access the Electronic Brake Control Module, Configuration/Reset Functions, Electronic Brake Control Module Learn.
5. With a scan tool, access the Electronic Brake Control Module, Configuration/Reset Functions, Brakes Control Offset Learn.
6. With a scan tool, access the Multi-Axis Acceleration Sensor Module, Configuration/Reset Functions, Yaw Rate Sensor Learn. Refer to Vehicle Yaw Sensor Learn.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the stop delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the stop delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100434	Reprogram Electronic Brake Control Module	0.3	N/A
9100446	Floor Plan Reimbursement	N/A	*

- * The amount identified in the “Net Item” column should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (March 19, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 9 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
ELR	\$ 10.58	\$11.02

CUSTOMER NOTIFICATION LETTER – For US and Canada

General Motors will notify customers of this recall on their vehicle.

DEALER RECALL RESPONSIBILITY – For US States, Territories, and Possessions

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

