



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Unintended Ignition Key Rotation

**MODELS:** 2011-2014 Cadillac CTS (VIN D and Built After December 12, 2010)  
Equipped with Traditional Key Ignition

The Parts Information section has been revised. The parts pre-shipment for the U.S. and Canada has concluded. Dealers may now order following normal ordering practices. Note that GM is mailing a key ring kit and installation instructions to each customer of record with their recall notification letter who currently are located in the U.S. and Canada. Please take this into consideration before ordering additional parts for shelf stock. A copy of the customer notification letter and instruction sheet have also been added. Please discard all copies of bulletin 14497.

Vehicles involved in this recall were previously loaded into IVH under safety recall 14172. Since we now have a repair for certain 2011 CTS vehicles (built after December 12, 2010) and all 2012-2014 CTS vehicles, they have been transferred to this safety recall. The 2003-2010 and certain 2011 CTS vehicles (built prior to December 13, 2010) and the 2004-2006 SRX vehicles, however, will remain in safety recall 14172 because they will have a different repair that is not available at this time. Please ensure that you check IVH for vehicle eligibility and that the vehicle key has a round hole and not a slot before proceeding with this repair. An initial supply of the parts required to complete this recall are being pre-shipped to involved dealers of record. Dealers will receive a cancellation on any order placed for the related part number until further notice. When the pre-shipment activity concludes, the parts will become available for dealer ordering.

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 July 2, 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 a defect which relates to motor vehicle safety exists in certain 2011-2014 model year Cadillac CTS vehicles. If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, or if the driver unintentionally bumps the key ring or items attached to the key ring with their knee, the key may unintentionally move away from the "run" position. If this occurs, engine power, power steering and power braking may be affected, increasing the risk of a crash. The timing of the key movement out of the "run" position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes.

Customers should remove all items from their key rings, including the key fob, leaving only the ignition key. In addition it is very important that drivers adjust their seat and steering column to allow clearance between their knee and the ignition key.

### CORRECTION

Dealers or vehicle owners are to add two key rings to the vehicle keys.

### 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 U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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

For the U.S. and Canada, the pre-shipment of this part has concluded. Dealers may now order following normal ordering practices.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Before ordering parts, please refer to your “involved vehicles listing” and note that GM is mailing a key ring kit and installation instructions to each customer of record with their recall notification letter who currently are located in the U.S. and Canada. Please take this into consideration before ordering additional parts for shelf stock.

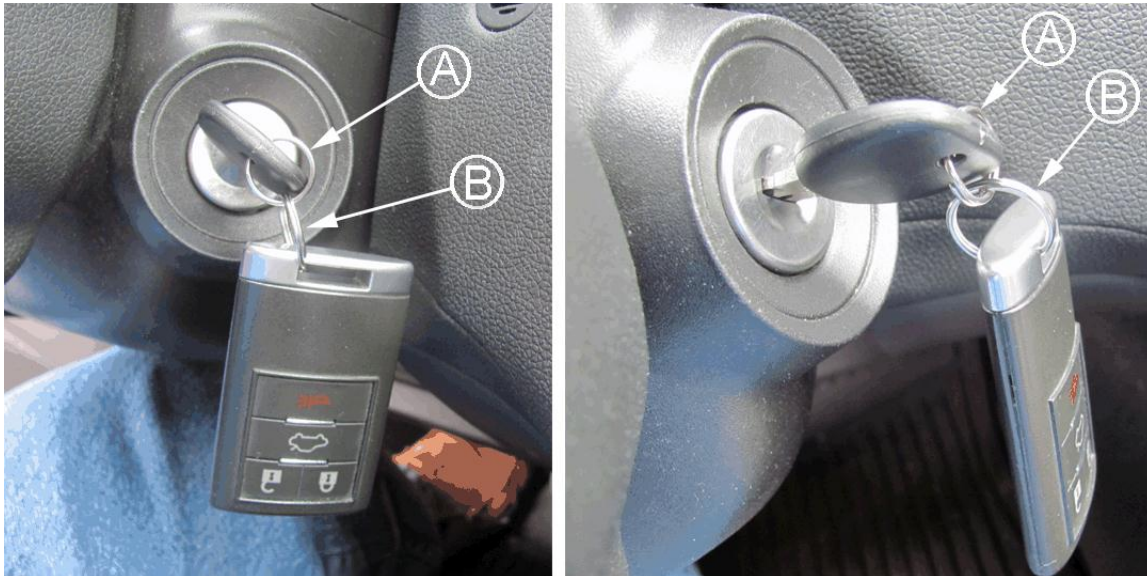
Export customers may place orders as necessary. Orders will be reviewed prior to fulfillment.

Part Number	Description	Quantity/Vehicle
23271934	Key Ring Kit (Kit Contains Two 16 mm and Two 18 mm Key Rings)	1

## SERVICE PROCEDURE

**Note:** Before proceeding with this service procedure, make sure the vehicle key has a round hole and not a slot. This procedure applies only to round holed vehicle keys. Performing it on a slotted vehicle key will not correct the recall condition.

1. Remove the ignition key and FOB from the original key ring(s).
2. Discard the original key ring(s).
3. Install one 16 mm key ring (A) on the ignition key.
4. Install one 18 mm key ring (B) onto the key FOB.



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5. Attach the 16 mm key (A) ring to the 18 mm (B) key ring. Refer to the photograph to view the correct key ring assembly.

**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 U.S. 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.

**Note:** To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9100802	Key Ring Kit Installation	0.2	N/A
9100803	Floor Plan Reimbursement	N/A	*

\* The amount identified in "Net Item" 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 (July 2, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 40 days):

<b>Vehicle</b>	<b>US Reimbursement Amount</b>	<b>Canadian Reimbursement Amount</b>
2013 CTS	\$ 5.98	\$ 7.57
2014 CTS	\$ 9.33	\$ 7.57

**CUSTOMER NOTIFICATION** – For U.S. and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

## DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. 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 U.S. 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 U.S. National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

## DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 dealership 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.



# IMPORTANT SAFETY RECALL

September 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 2011-2014 model year Cadillac CTS 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.

## I M P O R T A N T

- This notice applies to your vehicle.
- Your vehicle is involved in GM safety recall 14497.
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

If your key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, or if you unintentionally bump the key ring or items attached to the key ring with your knee, the key may unintentionally move away from the "run" position. If this occurs, engine power, power steering and power braking may be affected, increasing the risk of a crash. The timing of the key movement out of the "run" position, relative to the activation of the sensing algorithm of the crash event, may result in the airbags not deploying, increasing the potential for occupant injury in certain kinds of crashes.

### What will we do?

Since the installation of the key rings can be performed easily, and to reduce your inconvenience, we have included the key rings and installation instructions with this letter. If you desire, however, your dealer will install the key rings at **no charge**.

Your Cadillac dealer will add two key rings to the vehicle keys. 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 service correction time of approximately 15 minutes.

### What should you do?

If you install the key rings yourself, please complete the enclosed prepaid response form and return it to us in the mail. We will close the recall on your vehicle.

If you would like your dealer to install the key rings, you should contact your Cadillac dealer to arrange a service appointment as soon as possible.

**Until your vehicle is serviced, you should remove all items from all of the vehicle's key rings, including the key fob, leaving only the ignition key. In addition it is very important that drivers adjust their seat and steering column to allow clearance between their knee and the ignition key.**

**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 below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
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 14V394.

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

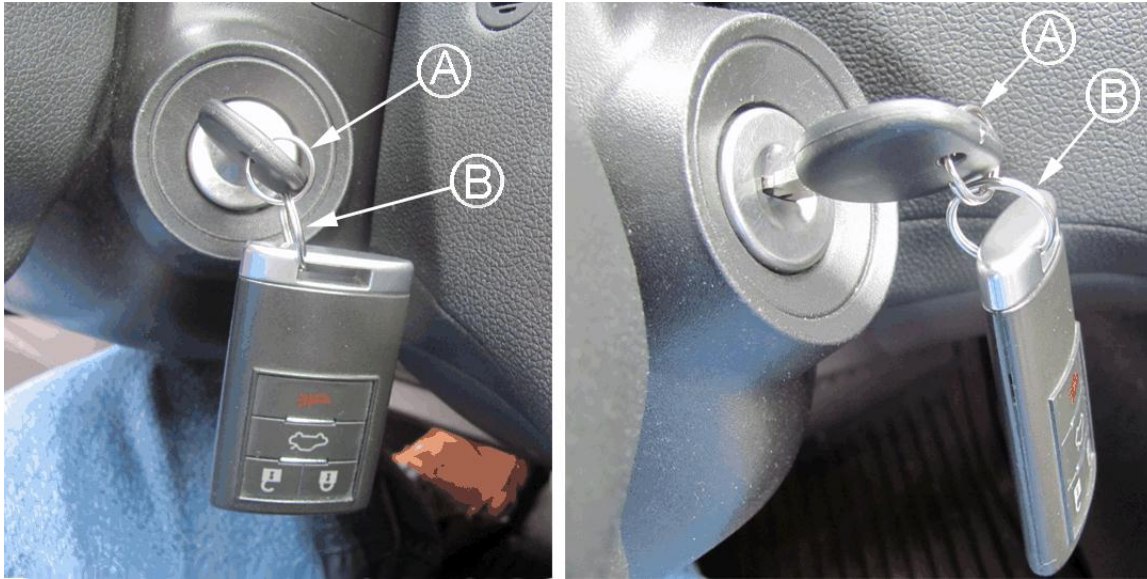
Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall Number: 14497

## Key Ring Installation Instructions

(Kit contains key rings for two sets of keys)

1. Remove the ignition key and remote keyless entry (RKE) transmitter from the original key ring(s).
2. Discard the original key ring(s).
3. Install one of the enclosed smaller key rings (A) on the ignition key.
4. Install one of the enclosed larger key rings (B) onto the RKE transmitter.



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5. Attach the smaller key ring (A) to the larger key ring (B). Refer to the photograph to view the correct key ring assembly.
6. Repeat this procedure on your second ignition key and RKE transmitter.