

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



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 2004-2007 model year (MY) Cadillac CTS-V and 2006-2007 MY Cadillac STS-V 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 2004-2007 model year (MY) Cadillac CTS-V or 2006-2007 MY Cadillac STS-V vehicle, VIN: _____.
- Your vehicle is involved in GM recall 14405.

Why is your vehicle being recalled?

The fuel pump module electrical terminal may overheat and cause localized melting of the flange material near the overheated electrical terminal. The melted flange material could create a hole, or leak path, in the fuel pump allowing fuel to escape from the fuel pump module. This condition may result in fuel leaking from the fuel pump to the ground, diagnostic leak codes set by evaporated fuel emissions, or intermittent engine performance that could include stalling, increasing the risk of a crash.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your GM dealer will replace the fuel module and fuel tank jumper harness. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at www.recalls.gm.com. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Assistance Center at 1.800.458.8006, 1.800.496.9994 (VI), 1.800.496.9992 (PR, English), 1.800.496.9993 (PR, Español).

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 14V542.

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

Alicia Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

GM Recall #14405