

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



# IMPORTANT SAFETY RECALL

May 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

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 Cadillac CTS-V vehicles originally sold or currently registered in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Washington, D.C., West Virginia, Wisconsin, Labrador, New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec and originally sold in the Netherlands. 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

- Your vehicle is involved in GM recall 15149.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Some of these vehicles have a condition in which the front brake hose fitting at the caliper may corrode due to snow or water, containing road salt or other contaminants, entering and being retained in the hose sleeve. If the fitting corrodes significantly, the brake hose may develop a leak. A sign of a brake hose leak would be fluid spotting on the ground. If enough fluid were lost, the brake system warning light and a "Check Brake Fluid" message in the Driver Information Center would illuminate (in rare cases, the brake hose may rupture suddenly without prior warning), and vehicle stopping distance may increase. If stopping distance is limited, a crash could occur.

### What will we do?

Your GM dealer will replace both front brake hoses. 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 75 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

**Did you already pay for this repair?**

If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2016, unless state law specifies a longer reimbursement period.

**Important:** If the prior repair you are requesting reimbursement for was performed on or after January 1, 2010, brake hose replacement is not required. If the prior repair you are requesting reimbursement for was performed before January 1, 2010, brake hose replacement is still required and you should contact your GM dealer to arrange a service appointment as soon as possible.

**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 15V225.

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

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall #15149