



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 27, 2018

Mr. Brian Latouf
Director, Field Product Investigations and Evaluations
General Motors LLC
30001 Van Dyke - Mail Code 480-210-2V
Warren, MI 48090-9055

NEF-150SS
18V-595

Subject: Damaged Seat Heaters Can Cause Fire

Dear Mr. Latouf:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CADILLAC/CTS/2014-2016

Mfr's Report Date: September 7, 2018

NHTSA Campaign Number: 18V-595

Components:

SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER

Potential Number of Units Affected: 53,586

Problem Description:

General Motors LLC (GM) is recalling certain 2014-2016 Cadillac CTS vehicles, equipped with heated front seats. The flexible heating mats in the front seats may be damaged over time, resulting in the seat heaters producing excessive heat.

Consequence:

In cold ambient temperatures, the seat heaters in these vehicles can turn on automatically when the vehicle is remotely started. If a damaged seat heater is turned on while no one is inside the vehicle, the damaged seat heater can overheat, increasing the risk of a fire.

Remedy:

GM will notify owners, and dealers will recalibrate the body control module, disabling the automatic activation of the heated seat when the vehicle is remotely started, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Cadillac customer service at 1-800-458-8006. GM's number for the recall is 18286.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

Your company must supply the estimates date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate. (49 CFR 573.6 (c)(8)(ii)).

Please amend your supplied chronology to include the counts of warranty claims, fires or injuries that GM is aware of that relate to this issue.

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the seat heaters.

We have received GM's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement