

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4844
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 07, 2018

Subject: Upcoming Safety Recall 18286
Heated Seat Fire

Models: 2014-2016 Cadillac CTS

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2014-2016 model year Cadillac CTS vehicles. The GM recall number is 18286.

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 until the defect is remedied.

In some of these vehicles, occupant pressure on the seat in the same location can, over time, bend and damage the flexible heating mat inside the seat. In rare cases, this can cause high electrical resistance in the damaged area of the mat. In cold ambient temperatures, the seat heater in these vehicles can turn on automatically when the vehicle is remotely started. If the seat heater is turned on and left on without an occupant present, areas of the seat subject to high electrical resistance may overheat while open to airflow. In rare cases, those areas of the seat may smoke or melt, increasing the risk of fire and injury when the vehicle is unattended.

Parts are not currently available, but when parts are available, dealers are to recalibrate the body control module to disable automatic activation of the heated seat function when the vehicle is remotely started.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on September 07, 2018. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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