

Frequently Asked Questions (FAQs) for Safety Recall 18286 Heated Seat Fire

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 2014-2016 model year Cadillac CTS

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 - 2016 Cadillac CTS vehicles equipped with heated front seats. 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) Occupants may notice that the seat heater does not produce any heat or produces uneven heat.

Q4) What is the remedy/repair?

A4) Dealers will recalibrate the body control module to disable automatic activation of the heated seat function when the vehicle is remotely started.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) No, the remedy/repair is not yet available.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at my.gm.com/recalls or via NHTSA's website at vinrcl.safercar.gov/vin/.

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Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.