

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4873  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 09, 2018

Subject: Upcoming Safety Recall 18286  
Heated Seat Fire  
Interim Remedy for Customer Vehicles Now Available

Models: 2014-2016 Cadillac CTS

To: All General Motors Dealers

On September 7, 2018 General Motors announced upcoming safety recall 18286 via GM Global Connect Message #GCUS-3-1324. Involved are certain 2014-2016 model year 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. 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.

That message also stated that parts are not currently available and that 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. **This stop delivery order remains in effect until parts are available and the recall bulletin is released.**

However, in response to customer concerns about continuing to operate their vehicle until this safety issue can be corrected, an interim remedy is being provided. This temporary repair will turn off the automatic activation of the mats on a remote start. To temporarily disable this function:

1. Navigate to the Vehicle Settings menu in the CUE.
2. Select Vehicle >> Select Remote lock & start >> Select Remote Start Auto Heated Seats.
3. In the Feature Selection make sure "OFF" is selected.

Submit a warranty transaction using the table below. All transactions should be submitted as a ZFAT transaction type.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9104169	Disable Remote Start Auto Heated Seats *	0.2

\* Performance of this temporary repair will not close safety recall 18286 on the Investigate Vehicle History (IVH) screen. Until the recall bulletin is released

and the permanent repair is completed, the IVH screen will display "N/A" under Release Date and "Incomplete – Remedy not yet available" or "Open" under Status.

**This interim remedy should be performed on customer vehicles only. It should not be performed on involved vehicles in dealers' possession. These vehicles are still restricted from sale/delivery until parts are available and the permanent repair can be completed.**

It is imperative that customers who have the automatic activation of the mats on a remote start turned off, clearly understand the repair only temporarily mitigates the safety issue and they will have to return to the dealership for the permanent repair. When parts become available, all involved customers will be notified by GM to schedule a service appointment with their local dealer to complete this important recall.

END OF MESSAGE  
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