

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



IMPORTANT SAFETY RECALL

November 2018

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 2014-2016 model year Cadillac CTS-A vehicles. 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 safety recall 18286.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

What will we do?

Your GM dealer will recalibrate the body control module to disable automatic activation of the heated seat function when the vehicle is remotely started. 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 40 minutes.

What should you do?

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

Until your vehicle can be serviced, you can turn off automatic activation of the heated seats on a remote start, which can prevent your seats from overheating while unoccupied. Follow these steps:

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, select "OFF".

This procedure is a temporary measure and your vehicle must still be repaired with the required software update.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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 November 30, 2019, unless state law specifies a longer reimbursement period.

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	1-866-982-2339	1-800-833-2622
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 18V595.

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

Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
GM Recall: 18286