



# Service Bulletin

File in Section: -

Bulletin No.: PIC5928

Date: October, 2013

## PRELIMINARY INFORMATION

**Subject:** 2014 Cadillac CTS Sedan Action Center

**Models:** 2014 Cadillac CTS Sedan  
**Condition/Concern**

An Action Center has been established through the GM Technical Assistance Center (TAC) to allow you to provide product feedback on the new 2014 Cadillac CTS Sedan.

Dealers are asked to report any vehicle issues that warrant prompt and immediate attention. The objective of the Action Center is to provide Cadillac Dealers with the necessary support for the successful introduction of the 2014 Cadillac CTS Sedan. The gathering of information is critical for quick resolution to any product concerns, including, but not limited to: fit and finish, performance, operation, and customer expectations of the vehicle that may arise.

The Action Center is connected directly to TAC, Engineering, and the Lansing Grand River Assembly Plant in Lansing, Michigan that assembles the 2014 Cadillac CTS Sedan. TAC, Engineering, Brand Quality, and the assembly plant will combine their resources to immediately address any product concern and bring that concern to a resolution.

To contact the Action Center, call the GM Technical Assistance Center @ 1-877-4GM-TACS (1-877-446-8227) and perform the following:

1. Select 1: Speak with a Consultant
2. Enter BAC Code
3. Select 2: Action Centers
4. Select 2: CTS Sedan Action Center

The call will be answered by a CTS specialist. The specialist will record the concern and provide diagnostic direction as needed.

GM encourages the Dealer personnel to contact the Cadillac CTS Sedan Action Center to report all product concerns, not just the concerns requiring technical assistance. You will be asked to provide a digital picture of the concern when applicable. Whenever possible, please have any photos available when you call. Refer to the latest version of TSB 07-00-89-036 for tips on taking quality photos.

We appreciate your support in making the introduction of the 2014 Cadillac CTS Sedan a success!

**Recommendation/Instructions**