

CSC-10056449-4904

September 2014

Dear General Motors Customer:

We have learned that your 2014 model year Cadillac CTS may have been built with front fascia lower grillettes that do not have air vents. Without air vents, under certain high performance driving conditions, such as race track driving, the engine could exceed 126°C and enter the over-temperature algorithm which will shut off the air conditioning system and begin to reduce engine power.

Your satisfaction with your Cadillac CTS is very important to us, so we are announcing a program to resolve this issue.

What We Will Do: Your Cadillac dealer will replace the non-vented grillettes with vented grillettes. This service will be performed for you at **no charge until September 30, 2016**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your Cadillac dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your Cadillac dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Cadillac | 1-800-458-8006 | 1-800-833-2622 |
| Guam | 65-6267-1752 | |
| Puerto Rico – English | 1-800-496-9992 | |
| Puerto Rico – Español | 1-800-496-9993 | |
| Virgin Islands | 1-800-496-9994 | |

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that you're Cadillac CTS provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

GM Program Number: 14306