



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Hazard Warning Lamps Activation When Vehicle Unattended
Expires with Base Warranty

MODELS: 2014 Cadillac CTS

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to replace the hazard warning switch on **certain** 2014 model year Cadillac CTS vehicles. Software in the hazard warning switch may cause the activation of the hazard warning lamps when the vehicle has been turned off for approximately 10 minutes. If the hazard warning lamp activation goes unnoticed, it could drain the battery.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

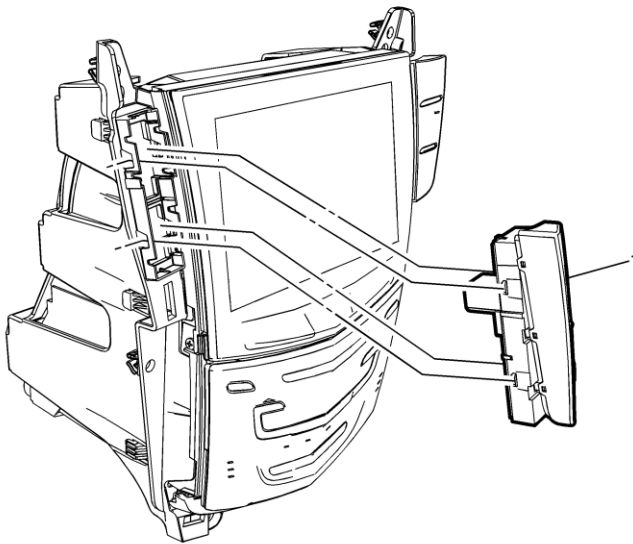
All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23459788	SWITCH, HAZARD WRNG (w/Lane Departure Warning) (RPO UFL)	1
23459789	SWITCH, HAZARD WRNG (w/o Lane Departure Warning) (RPO UFL)	1

SERVICE PROCEDURE

3462126

1. Remove the hazard warning switch. Refer to Hazard Warning Switch Replacement in SI.
2. Install a new hazard warning switch. Refer to Hazard Warning Switch Replacement in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100331	Hazard Switch Replacement	0.4

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



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GM CUSTOMER CARE AND AFTERSALES
DCS3138
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 18, 2014

Subject: 13429 – Service Update Bulletin
Hazard Warning Lamps Activation When Vehicle Unattended

Models: 2014 Cadillac CTS

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales Manager, and Warranty Administrator

General Motors is announcing Service Update Bulletin 13429 today. The total number of U.S. vehicles involved is approximately 16,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated February 18, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

GM CUSTOMER CARE AND AFTERSALES
DCS3138
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 18, 2014

Subject: 13429 – Service Update Bulletin – REVISED VIN LIST
Hazard Warning Lamps Activation When Vehicle Unattended

Models: 2014 Cadillac CTS

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

**THIS MESSAGE HAS BEEN RESENT WITH A REVISED VIN LIST.
THIS SERVICE UPDATE INVOLVES 2014 CADILLAC CTS SEDAN VEHICLES
ONLY (VIN A).**

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Global Warranty Management (GWM)

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END OF MESSAGE

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