

From:
Sent: Thursday, April 24, 2014 9:55 AM
To: on
Subject: FW: Internal notification for: G_0000190576 Hazard Flasher Switch Operation
Attachments: GM Style Sheet.css; Hazard Flasher Switch Operation.htm

FYI

From: gm_gmssg_q01 [mailto:nobody@gm.com]
Sent: Thursday, April 24, 2014 9:53 AM
To: Beverly Ogans
Subject: Internal notification for: G_0000190576 Hazard Flasher Switch Operation



Date: 4/24/2014 Ref. number: Service / Service Operations / G_0000190576
Subject: **Hazard Flasher Switch Operation**

GM CUSTOMER CARE & AFTERSALES
URGENT - DISTRIBUTE IMMEDIATELY

DATE	April 23, 2014
SUBJECT	Hazard Flasher Switch Operation
MODELS	2014 CTS Sedan (VIN A)
TO	All Cadillac Dealers
ATTN	Parts & Service Director, Parts Counter Person, Parts Manager, Service Advisor, Service Manager, Service Technician, Warranty Administrator, Sales Functions, Sales Management

Please review this immediately with technicians, service advisors, sales, and parts personnel.

Testing hazard flasher switches returned to the Warranty Parts Center reveals some switches are working as designed. To avoid unnecessary part replacement, please refer to preliminary information bulletin #PIC5935A.

A body control module (BCM) calibration has changed the operation of the Hazard Switch on the vehicles produced after 10/11/2013, or any vehicle that has had the BCM programmed for service. The Hazard Switch must be pressed and held for 1.0 second before the hazards will operate. In addition, the Hazard Switch also needs a 1.0 second all-clear status to change; after turning on the flashers, the button needs to remain unpressed for at least 1.0 second prior to pressing again for 1.0 second to turn them off.

Please share this information with the customer, including a copy of this message or PIC5935A.

Thank you for your assistance.

Jean Hart
CTS Brand Quality Manager
Phone 586-764-2567

END OF MESSAGE
GM CUSTOMER CARE & AFTERSALES

Contact name: E-Mail: j
Department: Service - Brand Quality Phone: -
Intended roles: Parts & Service Director, Parts Counter Person, Parts Manager, Sales Functions, Sales Management, Service Advisor, Service Manager, Service Technician, Warranty Administrator
Archives: 7/24/2014 Expires: 4/24/2015