
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Wednesday, May 14, 2014 4:00 PM
To:
Subject: Internal notification for: G_0000191929 Upcoming Safety Recall 14157 - Wiper System May Become Inoperative

Date: 5/14/2014 Ref. number: Service / Field Action / G_0000191929
Subject: **Upcoming Safety Recall 14157 - Wiper System May Become Inoperative**

**GM CUSTOMER CARE AND AFTERSALES
DCS3229
URGENT - DISTRIBUTE IMMEDIATELY**

Date: May 14, 2014

Subject: Upcoming Safety Recall – 14157
Wiper System May Become Inoperative

Models: 2014 Cadillac CTS

To: All Cadillac Dealers

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

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2014 model year Cadillac CTS vehicles. The GM recall number is 14157.

The wiper system in these vehicles may become inoperative after a vehicle jump start with wipers on and restricted (e.g. ice and snow) during jump condition. If the battery loses charge, then it is possible that an unstable voltage in the vehicle can reproduce this condition without an external jump start. With inoperative wipers, the driver would no longer be able to clear rain or snow from the windshield, and depending on weather conditions, visibility could be reduced potentially increasing the risk of a crash.

To correct this condition, dealer are to replace the front wiper module

This is a courtesy notification to dealers. Dealers will be advised when the recall bulletin and customer notification letters are scheduled for release.

The Investigate Vehicle History screen in the Global Warranty Management system will be updated when the recall bulletin is released.

Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Contact name:

E-Mail:

Department: Service - Brand Quality

Phone:

Intended roles: General Manager, New Vehicle Sales Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Warranty Administrator

Archives: 6/14/2014

Expires: 5/14/2015