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**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Friday, May 16, 2014 1:31 PM  
**To:** .....  
**Subject:** Internal notification for: G\_0000192097 Upcoming Noncompliance Recall 14220 - Passenger Airbag Partial Deployment  
**Attachments:** 14220 fedex letter.pdf

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Date: 5/16/2014 Ref. number: Service / Field Action / G\_0000192097  
Subject: **Upcoming Noncompliance Recall 14220 - Passenger Airbag Partial Deployment**

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**GM CUSTOMER CARE AND AFTERSALES  
DCS3235  
URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** May 16, 2014  
**Subject:** Upcoming Noncompliance Recall – 14220  
Passenger Airbag Partial Deployment  
**Models:** 2015 Cadillac Escalade and Escalade ESV  
**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 has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming noncompliance recall that involves 2015 model year Cadillac Escalade and Escalade ESV vehicles. The GM recall number is 14220.

**Involved vehicles in dealer inventory are on stop delivery; see GlobalConnect Message # G\_0000192073, sent 5/16/14, for a list of VINs.**

These vehicles fail to conform to Federal Motor Vehicle Safety Standard 208 for occupant crash protection. The passenger airbag module is attached to a chute adhered to the backside of the instrument panel with an infrared weld that was not sufficiently heated. This results in a partial deployment which increases the risk of injury in a crash.

Parts are not currently available, but when parts are available, dealers are to replace the instrument panel assembly.

Letters to involved customers are being sent to dealers via FedEx on May 16, 2014, to inform them of this recall. A copy of the letter is attached to this message. Customers are being informed that they will receive another letter when parts are available

This is a courtesy notification to dealers. Dealers will be advised when the recall bulletin is 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**

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Message Attachment(s):

 14220 fedex letter.pdf Acrobat PDF (36.12KB)  
14220 FedEx Letter

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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: 6/16/2014	Expires: 5/16/2015