



Service Bulletin

File in Section: -

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Date: May, 2014

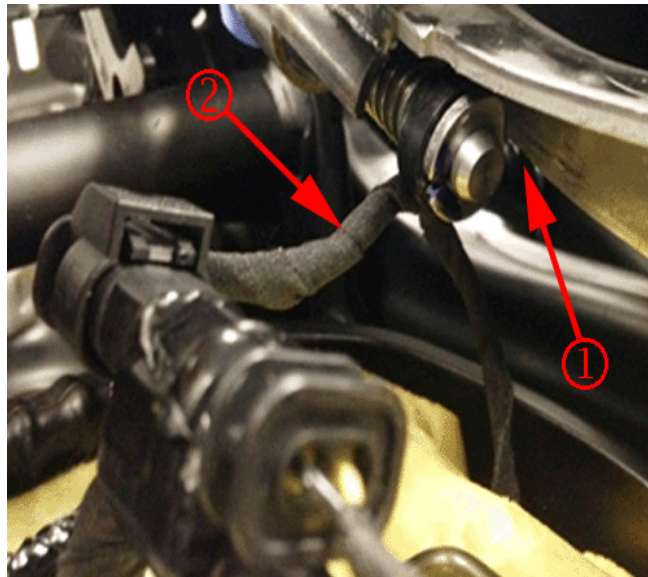
PRELIMINARY INFORMATION

Subject: Haptic Seat Motor Inoperative or Does Not Vibrate

Models: 2014 Cadillac CTS Sedan (VIN A)
Equipped with Sales Package RPOs Y65, Y66
Vehicles Built Prior to April 14, 2014

Condition/Concern

Some customers may comment on the drivers power seat being inoperative and/or moves intermittently.



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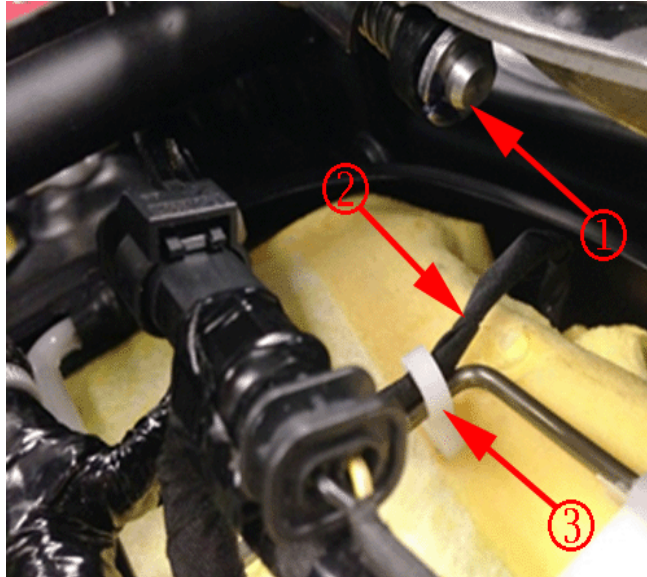
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This condition may be caused when the lead screw on the up/down motor (1) comes in contact with the haptic pigtail (2) and cuts through the pigtail wire as shown in the illustrations above.

Recommendation/Instructions

Repair the haptic pigtail wire following the procedure listed below:

1. Remove the driver seat. Refer to Driver and Passenger Seat Removal and Installation.
2. Perform the wire repair as needed. Refer to Wiring Repairs is SI.



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3. Tie strap the haptic pigtail (2) to the seat cushion support (3) to prevent further contact with the lead screw (1), shown in the illustration above.

Important: The tie strap **MUST** allow the wire harness to move freely through it and not clamp it down against the suspension wire.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
5430902	Wire-to-Wire Repair	Use Published Labor Operation Time