

Customer Satisfaction Program

32160 Interior Electrical Center Label and Owner's Manual Incorrect



Reference Number: N16203216

Release Date: September 2016

Revision: 00

Attention: This program is in effect until September 30, 2018.

The service procedure in this bulletin (install a label) can be performed quickly and easily. To reduce the inconvenience to the customer, if a customer brings their vehicle and their label into your facility for installation, please have this recall performed on the vehicle immediately, if possible, so that the customer does not have to leave their vehicle at the facility.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS	2015	2015		
Cadillac	CTS	2016	2016		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2015 model year Cadillac ATS and 2016 model year Cadillac CTS vehicles have an incorrect interior electrical center label on the left side of the instrument panel. This condition could lead to service confusion, and possible improper fuse installation.
Correction	Dealers are to install a corrected label, and copy and insert corrected pages of the Owner's Manual. Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent directly to customers of record along with the installation instructions. They will also be sent corrected pages of the Owner's Manual. Customers may install the label, or if they desire, they may bring the label to their dealer for installation at no charge.

Parts

Quantity	Part Name	Part No.
1	LABEL-I/P WRG HARN FUSE BLK IDENT- ATS 2015MY	CS32160ATS
1	LABEL-I/P WRG HARN FUSE BLK IDENT- CTS 2016MY	CS32160CTS

USA: Parts required to complete this recall are to be ordered online, through the GM 1 Store via Global Connect. Please log in and order the appropriate item number label(s) using the chart above. **Do not order labels from GMCCA.**

Canada: Please contact the Warranty Call Centre (WCC) at 1-888-222-5546 to order required label(s). The item number for the Canadian version of the label is listed in the chart above. **Do not order labels from GMCCA.**

EXPORT: Parts required to complete this recall will be distributed by the local wholesale organization. **Do not order labels from GMCCA.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102563	Install New Fuse Block Label (inc owner manual insert)	0.2	ZFAT	N/A

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Service Procedure



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1. Remove the instrument panel outer trim cover - left side (1). Refer to *Instrument Panel Outer Trim Cover Replacement* in SI.

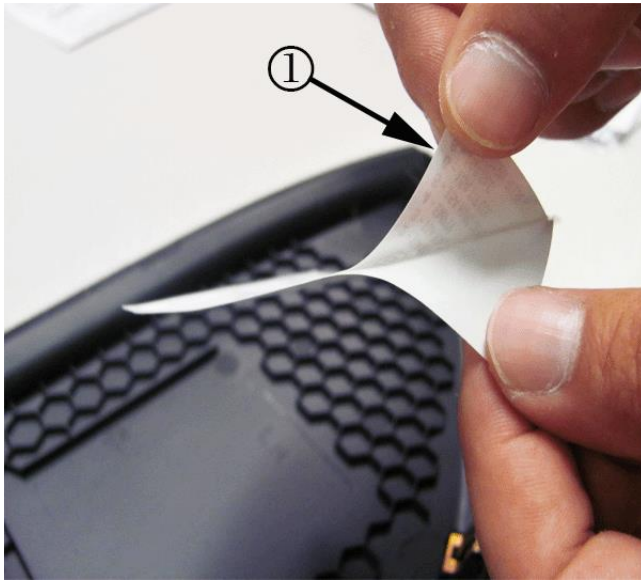


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2. Remove existing label (1) and any residue using isopropyl alcohol. Dry the label surface with clean, lint free cloth. The label surface must be clean, dry and free of any contaminants. Do NOT place new label over an existing label.

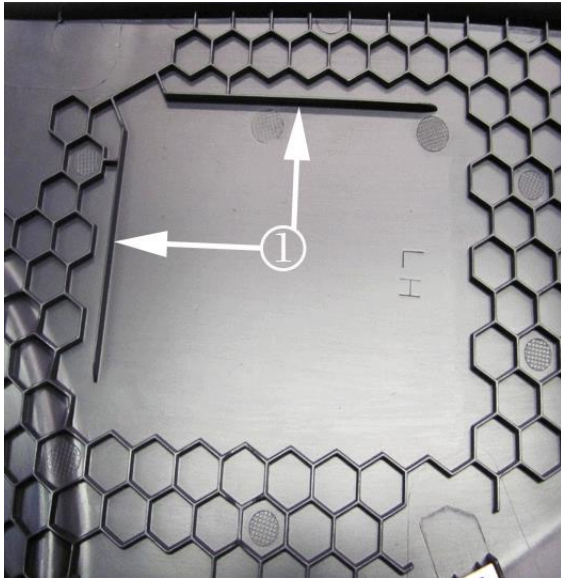
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3. Firmly hold the new label (1) and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.



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4. Using the alignment tabs (1), carefully align new label (2) to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.

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5. Install the instrument panel outer trim cover - left side (1). Refer to *Instrument Panel Outer Trim Cover Replacement* in SI.
6. Insert the updated Owner's Manual pages into the Owner's Manual.

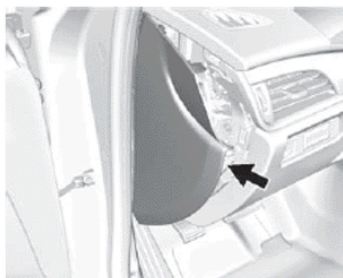
ATS Owner's Manual Pages

Insert to the 2015 Cadillac ATS Owner's Manual

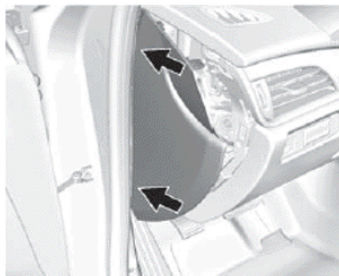
This information replaces the information under Instrument Panel Fuse Block found in Electrical System Section of the owner's manual.

Instrument Panel Fuse Block

The instrument panel fuse block is in the end of the driver side of the instrument panel.



To access the fuses, remove the end panel by gently prying with a plastic tool near each clip, beginning at the point shown.



To install the end cover, insert the tabs on the back of the cover into the slots in the instrument panel at the points shown. Align the clips with the slots in the instrument panel, and press the cover into place.

The vehicle may not be equipped with all of the fuses and relays shown.

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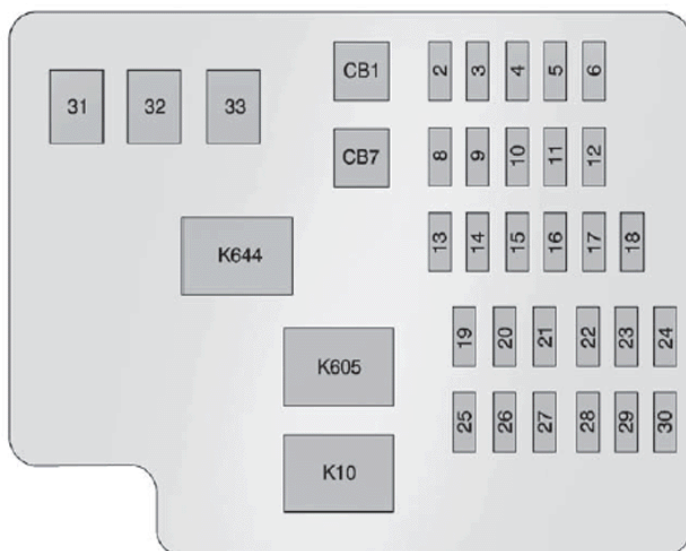
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Item	Usage
2	Spare
3	Electric Steering Column Lock
4	Spare
5	Heater, Ventilation, and Air Conditioning Control
6	Tilt and Telescope Steering Column
8	Data Link Connector
9	Spare
10	Shunt
11	Spare
12	Spare
13	Spare
14	Spare
15	Spare
16	Spare

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Item	Usage
17	Spare
18	Spare
19	Spare
20	Spare
21	Spare
22	Sensing Diagnostic Module/Automatic Occupant Sensing
23	Radio/DVD/Heater, Ventilation, and Air Conditioning Control
24	Display
25	Heated Steering Wheel
26	Wireless Charger
27	Steering Wheel Controls

Item	Usage
28	Spare
29	Visor
30	Spare
31	Spare
32	Spare
33	Front Heater, Ventilation, and Air Conditioning Blower
CB1	Retained Accessory Power/Accessory Power Outlet Power
CB7	Spare
K10	Retained Accessory Power/Accessory
K605	Logistics
K644	Spare

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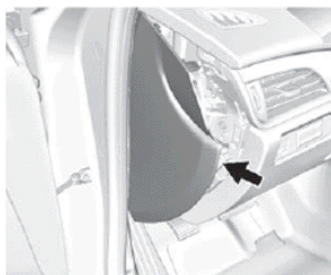
CTS Owner's Manual Pages

Insert to the 2016 CTS/CTS-V Owner's Manual

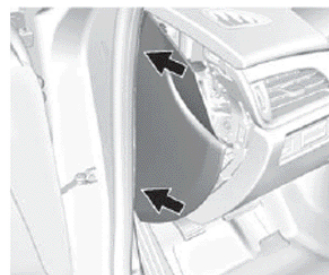
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Instrument Panel Fuse Block

The instrument panel fuse block is in the end of the driver side of the instrument panel.



To access the fuses, remove the end panel by gently prying with a plastic tool near each clip, beginning at the point shown.



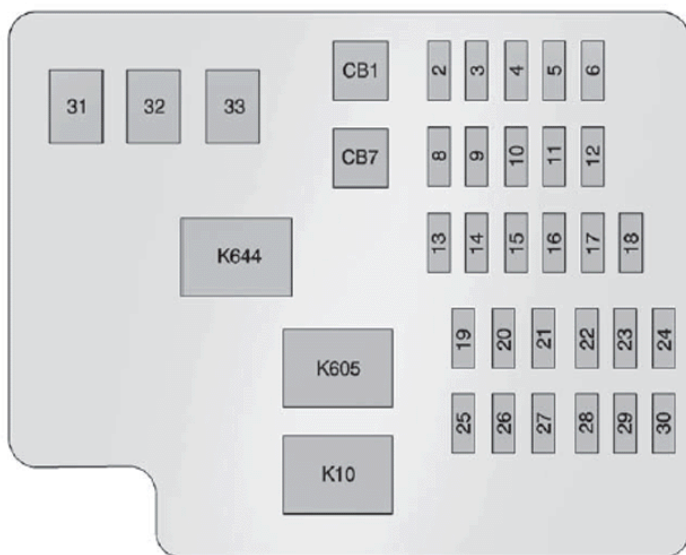
To install the end cover, insert the tabs on the back of the cover into the slots in the instrument panel at the points shown. Align the clips with the slots in the instrument panel, and press the cover into place.

The vehicle may not be equipped with all of the fuses and relays shown.

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Fuses	Usage
2	Motorized cupholder
3	Electric steering column lock
4	–
5	HVAC control
6	Tilt/Telescoping steering column
8	Data link connector
9	Glove box release
10	Shunt
11	Body control module 1
12	Body control module 5
13	Body control module 6
14	–
15	Body control module 7
16	Transmission control module

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Fuses	Usage	Fuses	Usage
17	—	32	—
18	—	33	Front HVAC blower
19	—	CB1	Accessory power outlet
20	—	CB7	—
21	—	K10	Retained accessory power
22	Sensing diagnostic module/ Automatic occupant sensing	K605	Logistics
23	Radio/DVD/HVAC control	K644	Retained accessory power/Glove box release
24	Display		
25	Heated steering wheel		
26	Wireless charger		
27	Steering wheel switches		
28	—		
29	Visor		
30	—		
31	—		

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through September 30, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through September 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.



**We Support
Voluntary Technician
Certification**

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October 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac ATS or 2016 model year Cadillac CTS may have an incorrect interior electrical center label on the left side of the instrument panel. This condition could lead to service confusion, and possible improper fuse installation.

Your satisfaction with your ATS or CTS is very important to us, so we are announcing a program to correct this condition.

What We Will Do: The new interior electrical center label for your vehicle is enclosed. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation within the next 60 days. This service will be performed for you at **no charge**. We have also enclosed new pages for your Owner's Manual. Please place these in your Owner's Manual for future reference.

What You Should Do: If you would like your dealer to install the label, we recommend that you contact your dealer as soon as possible to arrange a service appointment. Bring the label with you when you visit your dealer.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
32160

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4197
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 21, 2016

Subject: 32160 - Customer Satisfaction Program
Interior Electrical Center Label and Owner's Manual Incorrect

Models: 2015 Cadillac ATS
2016 Cadillac CTS

To: All Cadillac Dealers

General Motors is releasing Customer Satisfaction Program 32160 today. The total number of U.S. vehicles involved is approximately 29,000. Please see the attached bulletin for details.

We have also attached a copy of both the ATS and CTS Owner's Manual inserts for your convenience.

Customer Letter Mailing

The customer letter mailing will begin no later than the middle of October, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 21, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS