

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4298
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 14, 2016

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

Models: 2015 Cadillac ATS
2016 Cadillac CTS

To: All General Motors Dealers

CUSTOMER SATISFACTION PROGRAM 32160 HAS BEEN CANCELLED

This message is to inform dealers that Customer Satisfaction Program 32160 has been cancelled and that dealers should immediately stop performing the required repair.

This program was released on September 21, 2016 via GM GlobalConnect message GCUS-3-698. It involves the replacement of incorrect interior electrical center labels on certain 2015 model year Cadillac ATS and 2016 model year Cadillac CTS vehicles. Cancellation of this program is necessary due to inaccurate replacement labels being provided through the GM 1Store.

We are working to remedy this situation as quickly as possible and expect corrected labels to be available in the near future. When the corrected labels are available, this program will be reissued under a new field action number. Consequently, IVH will no longer indicate that this field action is required on any vehicle at this time. In the interim, dealers should discard/destroy all affected labels in their possession. Since this program is not safety related, involved vehicles are not restricted from sale/delivery prior to the required repair being performed.

We apologize for any inconvenience and confusion this situation may have caused. Dealers will be advised when this program is reissued under the new field action number and when IVH is updated. At that time, dealers can resume repairing the involved vehicles.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS