

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4497  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 30, 2017

Subject: 16197 - Customer Satisfaction Program  
Interior Electrical Center Label and Owner's Manual Incorrect  
Updated Information Regarding Label Ordering

Models: 2015 Cadillac ATS  
2015-2016 Cadillac CTS

To: All General Motors Dealers

On April 26, 2017, General Motors released Customer Satisfaction Program 16197.

Involved customers have received letters informing them of this field action. To minimize any inconvenience to the customer, included with the letter were replacement pages for their Owner's Manual, VIN specific labels, and instructions for installing the label if they chose to do so. If customers preferred to have their dealer install the label, they were asked to bring the label to their dealer for installation.

We are currently in a backorder situation for part number 84329601 for the 2016 Cadillac CTS, and are working to get more labels to the GM 1Store. All backorders will be cancelled as of June 30, 2017.

**Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.**

END OF MESSAGE  
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