

GM CUSTOMER CARE AND AFTERSALES
DCS3324
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 27, 2014

Subject: 14532 - Safety Recall
Airbags Inoperable – Reprogram Sensing and Diagnostic Module

Models: 2013-2014 Cadillac XTS and 2014 Chevrolet Impala

To: All Cadillac and Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Safety Recall 14532 today. The total number of U.S. vehicles involved is 5. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mail date has not been determined.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated by August 29, 2014. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the status as "Open" in IVH.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
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