

GM CUSTOMER CARE AND AFTERSALES
DCS3321
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 25, 2014

Subject: 14172 - Safety Recall
Release From Stop Delivery Upon Completion of Recall
Unintended Ignition Key Rotation

Models: 2003-2010 Cadillac CTS
2011 Cadillac CTS (VIN D and Built Prior to December 13, 2010)
2004-2006 Cadillac SRX

To: All CadillacDealers

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

General Motors is releasing Safety Recall 14172 today. Vehicles involved in this recall were placed on stop delivery July 2, 2014.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM has been updated for this recall.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
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