

GM CUSTOMER CARE AND AFTERSALES
DCS3402
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2014

Subject: 14172C - Safety Recall
Unintended Ignition Key Rotation
Parts Information Section Revised

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

To: All Cadillac Dealers

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

The Parts Information section has been revised. Dealers should place orders via the Parts Workbench or EPIC using DRO or CSO. There is no need to place a CSO-3 order as stock will be available at your local PDC. Orders will process within the normal standards of service. Refer to answerbacks and/or order status inquiries for order information. Orders will continue to be monitored by GMCCA. Please discard all copies of 14172B.

END OF MESSAGE
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