

GM CUSTOMER CARE AND AFTERSALES  
DCS3429  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 30, 2014

Subject: 14171 - Safety Recall  
Lapbelt Pretensioner Locking Performance

Models: 2013 Buick Encore, Cadillac ATS 4-Door, and Chevrolet Trax  
AND  
Vehicles that were serviced with a suspect part: 2013-2014 Buick Encore,  
Cadillac ATS 4-Door, and 2014 Cadillac CTS Sedan (VIN A)

To: All Buick, Cadillac, and Chevrolet Dealers

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

General Motors is releasing Safety Recall 14171 today. The total number of U.S. vehicles involved is approximately 48,000. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery August 7, 2014 or August 14, 2014.

Due to part availability, this recall will be administered in phases. This first phase will involve Cadillac ATS vehicles. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

**All other involved vehicles remain on stop delivery until further notice. The list of involved vehicles in dealer inventory that was previously sent to dealers is attached to this message for your convenience.**

**Customer Letter Mailing**

The customer letter mailing for the ATS customers will begin in mid-November.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated with the ATS VINs early in the week of November 3, 2014. Please hold all claims until the VIN appears in IVH.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available the week of November 10, 2014 for the ATS vehicles.

END OF MESSAGE  
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