

GM CUSTOMER CARE AND AFTERSALES  
DCS3449  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 18, 2014

Subject: 14172D - Safety Recall  
Unintended Ignition Key Rotation  
Parts Information and Service Procedure Sections 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

In the Parts Information section, the quantity per vehicle repair approximation for one tube of Loctite Adhesive 426™ has been changed from 125 to 100 vehicles. In the Service Procedure section, the first bullet in the note at the beginning of procedure has been modified to clarify that either repair is acceptable and may be performed at the dealer's discretion. New photographs and text have also been added on pages 8 and 14. Additionally, a copy of the customer notification letter is now included.

Please see the attached bulletin for details and discard all copies of 14172C.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES