

GM CUSTOMER CARE AND AFTERSALES
DCS3364
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 1, 2014

Subject: Upcoming Safety Recall 14171 - Update
Customer Advisory Letter Mailing

Models: 2013 Buick Encore; Cadillac ATS 4-Door Chevrolet Trax
and the following service vehicles: 2013-14 Buick Encore; Cadillac
ATS 4-Door; and 2014 Cadillac CTS (VIN A)

To: All Buick and Cadillac Dealers

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

On August 7, 2014, Buick and Cadillac dealers were advised via GM GlobalConnect message G_0000197821 of a stop delivery order for upcoming safety recall 14171.

As required by the National Highway Traffic Safety Agency (NHTSA), GM will begin notifying involved customers of their involvement beginning October 3, 2014. **The customer letter will advise customers that parts are not currently available and that they will receive another letter when parts become available.** A copy of the letter is attached to this message.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity is available, the recall bulletin will be released and dealers can begin repairing vehicles.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated for this upcoming safety recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.

END OF MESSAGE
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