

GM CUSTOMER CARE AND AFTERSALES  
DCS3549  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 16, 2015

Subject: 14497B - Safety Recall  
Unintended Ignition Key Rotation  
Part Information, Service Procedure and Warranty Transaction  
Information Revised

Models: 2011-2014 Cadillac CTS (VIN D)  
Equipped with Traditional Key Ignition

To: All Cadillac Dealers

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

The Part Information, Service Procedure and Warranty Transaction Information sections have been revised to accommodate ignition keys with a slot design. A copy of the customer notification letter has also been added. Please see the attached bulletin for details and discard all copies of bulletin 14497A.

END OF MESSAGE  
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