

Document ID# 1769506
2006 Cadillac CTS



Subject: Customer Satisfaction - Incorrect Spare Tire #06004A - (02/23/2006)

Models: 2006 Cadillac CTS
Equipped with Performance Brake Package (JE5)

*****THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2007.*****

Condition

Certain 2006 Cadillac CTS vehicles equipped with the performance brake package (JE5) were built with an incorrect spare tire. These vehicles require a 17" spare tire; however, the vehicles were built with a 16" spare tire. A 16" spare tire cannot be installed on the vehicle.

Note: Vehicles with brake systems other than JE5, whether they have 16" or 17" wheels, will all have a 16" compact spare tire.

Correction

Dealers are to replace the spare tire.

Vehicles Involved

Involved are *certain* 2006 Cadillac CTS vehicles equipped with the performance brake package (JE5) and built within these VIN breakpoints:

Year	Division	Model	From	Through
2006	Cadillac	CTS	60136776	60151236

Important: Dealers should confirm vehicle eligibility through *GMVIS* (GM Vehicle Inquiry System) prior to beginning program repairs. [Not all vehicles within the above breakpoints may be involved.]

For US and Canada : For dealers with involved vehicles, a Campaign Initiation Detail Report (CIDR) containing the complete vehicle identification number, customer name and address data has been prepared and will be loaded to the GM DealerWorld (US) Recall Information, GMinfoNet (Canada) Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

For Export: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete vehicle identification number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers will not receive a report with the bulletin if they have no involved vehicles currently assigned.

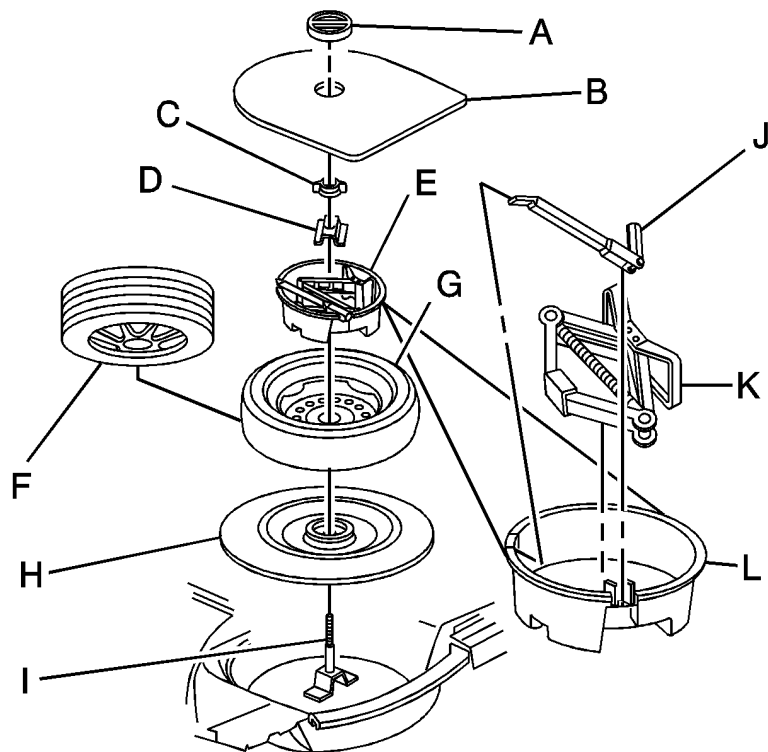
The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

[Parts Information -- GM, Saturn Canada and Saab Canada Only](#)

Part Number	Description	Qty/ Vehicle
19150172	Tire & Wheel, Spa	1

[Service Procedure](#)

1. Open the trunk.



Courtesy Transportation

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

Claim Information - GM, Saturn Canada, and Saab Canada Only

Submit a Product Claim with the information indicated below.

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours

Inspect, and If Necessary, Replace Spare Tire & Wheel Asm.	0-1	--	*	MA-96	Y0069	0.2
Courtesy Transportation for vehicles within the New Vehicle Limited Warranty (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	**	N/A

* The "Parts Allowance" should be the sum total of the current GMSPPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the tire and wheel assembly, if needed, to complete the repair.

** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranty.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

Customer Notification - For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Customer Notification - For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Dealer Program Responsibility - All

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/ repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2007.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there

is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service prior to February 28, 2007, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

February 2006

Dear General Motors Customer:

This notice is sent to inform you that Cadillac is conducting a customer satisfaction program that affects certain 2006 model year Cadillac CTS vehicles equipped with the Performance Brake Package.

We have learned that your vehicle may have been built with an incorrect size spare tire. Your vehicle requires a 17" spare tire; however, your vehicle may have been built with a 16" spare tire. A 16" spare tire cannot be installed on your vehicle.

What We Will Do

To correct this condition, your Cadillac dealer will inspect the size of your vehicle's spare tire and replace it if necessary. This service will be performed for you at *no charge until February 28, 2007*.

What You Should Do

To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Customer Reply Form

The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Guam	1-671-648-8650	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Courtesy Transportation

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac CTS provides you many miles of enjoyable driving.

General Motors Corporation

Enclosure

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



**WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION**

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