

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

August 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

General Motors has decided that certain 2013-2016 model year Cadillac ATS vehicles equipped with power-operated roof panel systems fail to conform to Federal Motor Vehicle Safety Standard No.118, “Power-Operated Window, Partition, and Roof Panel Systems.” As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 15568.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The roof panels in these vehicles will auto-close when the non-recessed portion of the “Slide” or “Tilt” switches are pressed and the roof panel is open. Because these switches are not fully recessed, they can be actuated when performing the test procedure set forth in S6(a) of FMVSS No. 118, which results in the roof panel auto-closing when open.

Because the switch fails the test procedure set forth in S6(a) of FMVSS No. 118, the switch may be more susceptible to an inadvertent actuation, which could result in unintended auto-closure of the roof panel, increasing the risk of injury. The roof panel does have an auto-reverse feature intended to prevent injury from unintended closure, but this feature may not protect against all injuries in every circumstance.

What will we do?

Your GM dealer will install a new roof console accessory switch trim plate. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-982-2339	1-800-833-2622
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V463.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15568