



December 2012

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2013 Cadillac XTS vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 202 for head restraint height. 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 recall 12258.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

#### **Why is your vehicle being recalled?**

The rear seat head restraint may not lock in the upright position after being folded forward. If the head restraint is adjusted to the lowest position and does not lock, it will fall forward. This position of the head restraint is not meant to be used while an occupant is seated in that designated seating position, and will not meet the height required by the Standard. This could increase the occupant's risk of injury in the event of a vehicle crash.

#### **What will we do?**

Your GM dealer will inspect the rear head restraints to ensure that they lock in the upright position. Since the inspection can be performed easily, and to reduce your inconvenience, we have included the inspection procedure with this letter. However, if you prefer, your GM dealer will perform this inspection for you. 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 inspection time of 15 minutes. If it is determined that a head restraint requires replacement, an additional 20 to 25 minutes will be needed.

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 Manual and your dealer for details on courtesy transportation.

#### **What should you do?**

You should have your rear head restraints inspected as soon as possible. If you decide to perform the inspection yourself and find that the head restraint does not lock in the upright position, contact your GM dealer to arrange a service appointment as soon as possible. Do not use that seating position until the new head restraint is installed.

**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	1-866-982-2339	1-800-833-2622
Guam	1-671-648-8450	
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 12V525.

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

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall #12258