

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5889
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 5, 2021

Subject: N212342780 - Safety Recall
Improper Roof Rail Airbag Deployment

Models: 2020-2022 Cadillac CT4 and CT5

To: All General Motors Dealers

General Motors is releasing Safety Recall N212342780 today. The total number of U.S. vehicles involved is approximately 34,146. Please see the attached bulletin for details.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 6, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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