



Service Bulletin

File in Section: -

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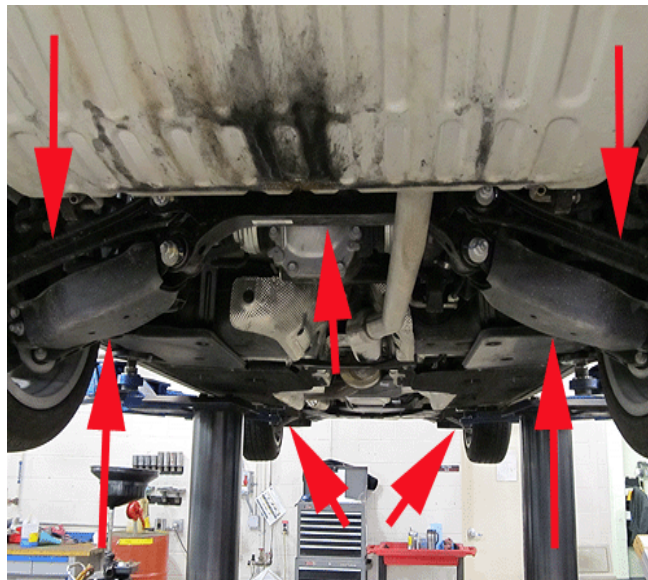
PRELIMINARY INFORMATION

Subject: Information – Towing/Transport Recommendations for Cadillac ATS and CTS to Avoid Vehicle Damage

Models: 2013-2014 Cadillac ATS
2014 Cadillac CTS

This PI has been revised to update the Models Section. Please discard PI0844.

Condition/Concern



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When recovering or transporting a Cadillac ATS or CTS, the under vehicle components may be damaged if the recommended towing and securing steps are not followed.

This damage would not be covered by the vehicle warranty.

Important: DO NOT hook, pull or secure the vehicle using any of the under body or suspension components. Ensure this information is provided to the towing person(s) or sublet towing company to prevent damage to the vehicle.

Recommendation/Instructions – Recovery or Transport

1. Recover/transport the vehicle only on a flatbed car carrier. A wheel lift tow truck could damage the vehicle.



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2. Once the vehicle is on the flatbed, secure the vehicle to the bed using a nylon strap type harness over all four tires. These harnesses must be secured as shown.
3. If it is necessary to use the flat bed mounted winch to recover the vehicle, use the following steps to attach the vehicle to the recovery winch.



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- 3.1. Locate the recovery tow eye, secured in the rear compartment storage area.

Note: If the vehicle has not been through the Pre Delivery Inspection (PDI), the hook may be in the plastic bag in the rear compartment.



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3.2. Carefully open the cover in the front or rear fascia by using the small notch that conceals the tow eye socket. Use care to not damage the paint.



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- 3.3. Install the tow eye into the socket by turning it clockwise until it stops.
- 3.4. Attach the recovery cable to the installed tow eye and load the vehicle on to the flatbed.
- 3.5. Remove the recovery cable and the tow eye and resecure the tow eye in the rear compartment floor storage area.
- 3.6. When the tow eye is removed, reinstall the cover with the notch in the original position.
4. If the vehicle needs to be flat towed at low (parking lot) speeds, use the tow eye as described above. Use caution and very low speed to prevent damage to the vehicle.