

May 16, 2014



Dear _____

Thank you for your recent purchase of a new 2014 Cadillac CTS Sedan. We hope you are enjoying your new CTS and all of the exciting features it has to offer.

The purpose of this letter is to advise you about an inadvertent error on your vehicle's window label with respect to the National Highway Traffic Safety Administration's (NHTSA) safety ratings for your vehicle. Not all vehicles are tested by NHTSA every model year. When a vehicle is tested, however, star ratings are issued by NHTSA for frontal crash, side crash, rollover, and overall vehicle performance. All of these ratings are then placed on the window label. While Cadillac always strives for excellence in safety and quality, as of the date of this letter, the 2014 CTS Sedan has not been tested or rated by NHTSA as to its vehicle crash performance. Therefore, the vehicle does not have any star ratings from NHTSA in any category.

The window label on your vehicle correctly indicated that its overall vehicle and side crash performance were not rated. However, due to an inadvertent computer programming error, the label also indicated that your vehicle had achieved a 5-star rating for frontal crash and rollover performance. This is not correct. Enclosed is a corrected window label accurately reflecting that your vehicle has no NHTSA star ratings. If you have retained the original window label with the incorrect information, please discard it and retain the enclosed corrected label instead.

We sincerely apologize for this error and for any confusion as to the star ratings for your vehicle. We want to emphasize that Cadillac has designed and engineered the 2014 CTS Sedan to meet or exceed the high safety standards customers expect from a Cadillac. If you have any questions about the contents of this letter, please call the Cadillac Customer Assistance Center at 1-800-458-8006. Also, as always, correct star ratings for vehicles that have been tested are available on the NHTSA website at www.safercar.gov. If and when NHTSA tests the Cadillac CTS Sedan, the crash test star ratings will be available at that site.

We appreciate your business and hope you are enjoying your 2014 Cadillac CTS Sedan. Again, we apologize for our mistake.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Moloney", is written over a circular stamp or mark.

Jim Moloney

General Director - Customer and Relationship Services