



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

January 29, 2020

Mr. Tim Cochran  
General Motors LLC  
29427 Louis Chevrolet Road  
Warren, MI 48093

NEF-150SS  
20V-038

**Subject:** Axle Roll Pins May Fracture

Dear Mr. Cochran:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
CADILLAC/CTS-V/2014-2015

**Mfr's Report Date:** January 23, 2020

**NHTSA Campaign Number:** 20V-038

**Components:**  
POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT

**Potential Number of Units Affected:** 2,866

**Problem Description:**  
General Motors LLC (GM) is recalling certain 2014-2015 Cadillac CTS-V Sport vehicles equipped with 3.6L Twin Turbo V6 engines. The roll pins in the rear-axle differential may fracture.

**Consequence:**  
If the roll pins fracture while the vehicle is in motion, the rear wheels may lock up and the driver can lose control of the vehicle, increasing the risk of a crash.

**Remedy:**  
GM will notify owners, and dealers will replace the rear axle differential, free of charge. The recall is expected to begin March 9, 2020. Owners may contact Cadillac customer service at 1-800-333-4223. GM's number for this recall is N192279370.

**Notes:**  
Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement