

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5293
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 23, 2020

Subject: Upcoming Safety Recall N192279370
Rear Axle Differential Seizing

Models: 2014 – 2015 Cadillac CTS-V Sport
Equipped with the 3.6L Twin Turbo V6 Engine (RPO LF3)

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2014 - 2015 model year Cadillac CTS vehicles. The GM recall number is N192279370.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

Over time under very aggressive driving conditions, certain roll pins in the rear-axle differential in these vehicles may fatigue. If the pins become too weak, they may fracture, which may cause the differential to lock up. If the condition occurs while driving, the rear wheels may lock up. This may affect the driver's ability to control the vehicle, increasing the risk of a crash.

Parts are not currently available, but when parts are available, dealers are to replace the rear axle differential.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on January 23, 2020. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

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.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the

required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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