

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5340  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 25, 2020

Subject: Updated FAQs for 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

On January 23, 2020, General Motors announced an upcoming safety recall that involves 2014 - 2015 model year Cadillac CTS vehicles. The GM recall number is N192279370.

We have updated the Question and Answer Document (Q&A) and it is attached to this message. This document 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.

Q10 refers specifically to Courtesy Transmission as many of these vehicles will be beyond Standard Warranty or the Limited Powertrain Warranty.

END OF MESSAGE  
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