

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5376  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 17, 2020

Subject: N192279370 - Safety Recall  
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 is releasing Safety Recall N192279370 today. The total number of U.S. vehicles involved is approximately 2,845. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery January 23, 2020. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

**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.

**Working Capital Assistance Program (WCAP) Eligibility**

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-7345 for additional information.

**Customer Letter Mailing**

The customer letter mailing will begin in May.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 18, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
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