

# Product Safety Recall

## N192279370 Rear Axle Differential Seizing



Release Date: April 2020

Revision: 00

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

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

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CTS-V Sport	2014	2015	LF3	3.6L, twin turbo V6

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 - 2015 model year Cadillac CTS-V Sport vehicles, equipped with 3.6L twin turbo V6 engine. 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.
<b>Correction</b>	Dealers are to replace the rear axle differential.

### Parts

Quantity	Part Name	Part No.
1	Rear Differential Carrier Assembly	84173768
1	Rear Differential Carrier Bolt	11611275
2	Exhaust System Seal	20876240
2	Rear Suspension Upper Control Arm Bolt	11610908
2	Rear Wheel Driveshaft Nut	13208672
6	Rear Wheel Driveshaft Retaining Bolt and Washer Kit	11601876
2	Rear Wheel Driveshaft Washer	11547142
2	SAE 75W-90 Synthetic Axle Lubricant	88862624 (US) 88862625 (Canada)
1	Dexron VI Automatic Transmission Fluid	88865602 (US) 19368597 (Canada)

**Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105044	Rear Differential Carrier Assembly Replacement Add: Rear Differential Hydraulic System Fill/Bleed	4.4 0.4	ZFAT	N/A
9105045	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9105046	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9105057	Working Capital Assistance Program Reimbursement	N/A	ZFAT	***

Note: To avoid having to "H" route the customer reimbursement / WCAP transaction for approval, it must be submitted prior to the repair transaction.

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\*For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

\*\*Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800048, provided in the dealer message sent on February 12, 2020 (US) or February 25, 2020 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\*USA & Canada Only - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (January 23, 2020) to the date the inspection or repair closed the recall bulletin (not to exceed 88 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2014 Cadillac CTS-V Sport	\$7.44	\$11.52
2015 Cadillac CTS-V Sport	\$9.02	\$12.29

### Service Procedure

Replace the Rear Differential Carrier Assembly. Refer to *Differential Carrier Assembly Replacement (226mm eLSD)* in SI.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Courtesy Transportation – For USA & Canada

Owners should contact their Cadillac dealer to arrange a service appointment as soon as possible. They may continue to use their vehicle as the condition is possible only over time under very aggressive driving conditions. If they have concerns about the continued use of their vehicle before the repair can be completed, courtesy transportation is available at no charge. For Cadillac Courtesy Transportation Alternative (CTA) Units: There is no charge to the customer, except for fuel charges, tolls, tickets assessed against the vehicle and/or damage to the vehicle while the vehicle is under the customer's care and control. It is the Dealer's responsibility to ensure these exceptions are communicated to the customer. CTA units will be eligible for qualifying miles under this bulletin.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by **<insert 1 year, 2021>**. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.





# IMPORTANT SAFETY RECALL

May 2020

This notice applies to your vehicle, VIN: \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 – 2015 model year Cadillac CTS-V Sport vehicles equipped with the 3.6L twin turbo V6 engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N192279370.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

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.

**What will we do?**

Your GM dealer will replace the rear axle differential. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 5 hours.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

**Did you already pay for this repair?**

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2021, unless state law specifies a longer reimbursement period.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free

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Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V038.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
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