Part 573 Safety Recall Report 20V-038

Manufacturer Name : General Motors LLC
Submission Date : FEB 13, 2020
NHTSA Recall No. : 20V-038
Manufacturer Recall No. : N192279370

Manufacturer Information :

Manufacturer Name : General Motors LLC
Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI 48093
Company phone : 586-596-1733

Population :

Number of potentially involved : 2,866
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2014-2015 Cadillac CTS-V
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : Manufacturing records were used to identify the affected vehicles. Affected vehicles are 2014 through 2015 model year Cadillac CTS-V with the 3.6L Twin Turbo V6 engine (RPO LF3). These are marketed as the CTS-V Sport. CTS vehicles with other engines are not affected by this recall.
There are 2866 Cadillac CTS-V Sport vehicles involved in this recall.
Production Dates : JUL 01, 2013 - MAY 15, 2015
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : 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. 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.
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : 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.
Description of the Cause : Over time under very aggressive driving conditions, the roll pins in the differentials may fatigue. If the pins become too weak, they may fracture.
Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 :	NR
Component Description :	NR
Component Part Number :	NR

Supplier Identification :

Component Manufacturer

Name :	American Axle & Manufacturing
Address :	2965 Technology Dr Rochester MICHIGAN 48309
Country :	United States

Chronology :

In September 2019, a GM engineer read a report on an online forum alleging the rear wheels locked up in a 2015 Cadillac CTS-V Sport. Having previously experienced a similar condition with his personal vehicle, the engineer submitted a report to GM's Speak Up for Safety (SUFS) program. GM opened an investigation into the condition on October 29, 2019.

GM's investigator requested and reviewed relevant field data and initiated a program to obtain replaced parts from GM dealers. The investigator also surveyed GM employees with relevant V Sport vehicles. While no other employees were identified who had experienced the condition, differentials from several vehicles within the population were disassembled and inspected for wear.

The investigator completed review of the dealer returned parts and employee parts in early January.
The investigation was reviewed by GM's Open Investigation Review board on January 13, 2020. On January 16, 2020, GM's Safety and Field Action Decision Authority decided to conduct a safety recall.

Description of Remedy :

Description of Remedy Program :	Dealers will replace the rear axle differential. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 17, 2019.
How Remedy Component Differs from Recalled Component :	The roll pins in the replacement rear differentials will have increased strength and a "double shear" design, which is less susceptible to fatigue and fracture. The recalled differential pins are a single shear design.

	Recalled Component Name: CARRIER ASM-DIFF Recalled Component Description: Rear Axle Differential Recalled Component Part Number: 84173768 Recalled Component Country of Origin: Mexico
Identify How/When Recall Condition was Corrected in Production :	CTS-V Sport vehicles built after May 18, 2015 have a revised rear axle differential roll pin design.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified on January 23, 2020. GM plans to mail interim notification to notify customers on March 9, 2020. GM estimates owner notification of remedy availability will mail on March 31, 2020.
Planned Dealer Notification Date :	JAN 23, 2020 - JAN 23, 2020
Planned Owner Notification Date :	MAR 31, 2020 - MAR 31, 2020

* NR - Not Reported