

Frequently Asked Questions (FAQs) for Safety Recall N192279370 Rear Axle Differential Seizing

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 2014 – 2015 Cadillac CTS-V Sport
Equipped with 3.6L Twin Turbo V6 Engine (RPO LF3)

Q2) What is the issue or condition?

A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None

Q4) What is the remedy/repair?

A4) Dealers will replace the rear axle differential.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Customers 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 may be 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

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are communicated to the customer. CTA units will be eligible for qualifying miles under this bulletin. For all other dealers with vehicles beyond Standard Warranty or the Limited Powertrain Warranty, Courtesy transportation is available to be reimbursed by GM Warranty Administration Bulletin 07-00-89-037N.