

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5609
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 10, 2020

Subject: Upcoming Safety Recall N202308930

Models: 2010 – 2013 Buick LaCrosse
2012 – 2013 Buick Regal
2013 Chevrolet Malibu

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall. The GM recall number is N202308930.

General Motors has decided that a defect which relates to motor vehicle safety exists in the certain 2010 – 2013 Buick LaCrosse, 2012 – 2013 Buick Regal, and 2013 Chevrolet Malibu vehicles that were ever registered in Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, or Wisconsin (collectively, “Corrosion States”). These vehicles may have rear toe links that received excessive electrocoating (e-coat) corrosion protection, which could cause the e-coat to become brittle and break away when contacted by road debris. Over time, the e-coat may chip away, exposing the metal toe link and making it more susceptible to corrosion. Corrosion may eventually cause the toe link to thin and ultimately to fracture. A rear toe link fracture may reduce the ability to control the vehicle, increasing the risk of a crash.

We do not have replacement parts at this time, but we are working closely with the supplier to obtain the required parts as quickly as possible. When parts are available, the recall bulletin will be released and dealers can begin repairing vehicles. Once that happens, dealers will replace rear suspension toe links and adjuster fasteners.

We do not have a VIN list of affected vehicles at this time, but we are working with the supplier to obtain the affected VINs as soon as possible. Once that happens, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system. This action will be taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

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.

END OF MESSAGE
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