

## **Frequently Asked Questions (FAQs) for Safety Recall N202308930 Rear Suspension Toe Link May Break**

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)** 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”).

**Q2) What is the issue or condition?**

**A2)** 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.

**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 rear suspension toe links and adjuster fasteners.

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

**A5)** A rear toe link fracture may reduce the 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)** No, when a remedy is available and sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**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)** When we have a list of Vehicle Identification Numbers (“VIN list”) for the affected population, customers who own a vehicle involved in the field action will be notified by mail by General Motors. As soon as we have the VIN list, customers can check the GM Owner Center at <https://my.gm.com/recalls> or NHTSA’s recall website at <https://vinrcl.safercar.gov/vin/> to determine whether their vehicle is involved in this safety recall.

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

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.