

## **Frequently Asked Questions (FAQs) for Safety Recall N212346640 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)** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010 – 2013 model year Buick LaCrosse, 2012 – 2013 model year Buick Regal, and 2013 model year 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 improper electrocoating (e-coat) corrosion protection, which could cause the link to be more susceptible to long-term 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)** Yes, 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)** 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.

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

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Rear Suspension Toe Link May Break**

- 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.