



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 28, 2021

Ms. Regina Carto  
Executive Director - Global Safety Field Investigations & Regulatory  
General Motors, LLC  
GM Global Tech Center  
29247 Louis Chevrolet Rd, Floor 2  
Warren, MI 48093

NEF-107DM  
21V-473

**Subject:** Rear Suspension Toe Link May Loosen and Separate

Dear Ms. Carto:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CADILLAC/SRX/2010-2016  
SAAB/9-4X/2011-2012

**Mfr's Report Date:** June 24, 2021

**NHTSA Campaign Number:** 21V-473

**Components:**

SUSPENSION:REAR

**Potential Number of Units Affected:** 380,498

**Problem Description:**

General Motors, LLC (GM) is recalling certain 2010-2016 Cadillac SRX and 2011-2012 Saab 9-4X vehicles. The rear suspension toe link adjuster may not have been tightened properly, which could result in a loose toe link.

**Consequence:**

A loose toe link can separate and cause a loss of vehicle control, increasing the risk of a crash.

**Remedy:**

Dealers will replace the adjustable toe link with a non-adjustable one, free of charge. Owners are advised to not drive their vehicle if they experience certain Malfunction Indicator Lamp (MIL) warnings or other issues, such as unusual steering behavior, while driving. Please see the Part 573 report for the full list of warnings. Owner notification letters are expected to be mailed August 9, 2021. Owners may contact Cadillac customer service at 1-800-458-8006 and Saab customer service at 1-800-955-9007. GM's number for this recall is N212340980.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).



**Please ensure the following requirements are met:**

As required in Part 573.6(c)(6), in the case of a defect, please amend the chronology to provide all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement