

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5838
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 24, 2021

Subject: Upcoming Safety Recall N212340980
Rear Toe Link Separation

Models: 2010-2016 Cadillac SRX
2011-2012 Saab 9-4x

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2010 to 2016 model year Cadillac SRX and 2011 to 2012 Saab 9-4x vehicles. The GM recall number is N212340980.

Some vehicles involved in this recall were originally part of bulletin 14457. This bulletin will be closed, and the affected vehicles will now show under this upcoming safety recall.

The repair of SAAB vehicles regarding this safety recall will not be serviced at official SAAB Service Centers but can be repaired at your local Cadillac or any General Motors dealership.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

These vehicles may have received improper service requiring adjustment of a rear suspension toe link. In rare cases, dealers or independent repair shops may not have followed GM's published procedures for torquing the jam nut in the toe link adjusters to the proper specification. A loose toe link can cause the vehicle to sway or wander at highway speeds or allow water or other corrosive elements to enter the threads within the adjuster. If a toe link is improperly adjusted, corrosion combined with vehicle motion may eventually cause the threads within the link to wear and loosen. In very rare cases with continued use, the link could separate. Separation while the vehicle is being driven increases the risk of a crash.

Parts are not currently available, but when parts are available, dealers will replace the adjustable toe link with a design that prevents adjustment.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on June 24, 2021. This action has been 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.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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