

Date: Sept. 17, 2021

CL-11434822-1607

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

To: Regina A. Carto
Vice President
Global Product Safety and System

From:

[REDACTED]

Byhalia, Ms [REDACTED]

Dear Ms Regina Carto,

I am writing in regard of the recall
on my 2014 Cadillac, VIN: 3G-YF-NDES [REDACTED]
The repairs were completed on June 15, 2021
at Memphis Cadillac, Memphis, TN.
I received the safety recall on August 2021.
This vehicle almosted caused me to have
an accident twice.

I am asking for reimbursement for the
repairs. Enclosed you will find the receipt
for repairs.

Thanking you in advance.

Sincerely yours,

[REDACTED]



IMPORTANT SAFETY RECALL

August 2021

[REDACTED]
Byhalia, MS [REDACTED]

This notice applies to your vehicle, VIN: 3GYFNDE32E [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in 2014 model year Cadillac SRX vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N212340980.

Why is your vehicle being recalled?

These vehicles may have received improper service requiring adjustment of a rear suspension toe link. 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 cause the threads within the link to wear and loosen. With continued use, the link could separate. Separation while the vehicle is being driven increases the risk of a crash.

Warnings may include:

- Service Traction Control message
- Service Stabilitrak message
- Stabilitrak malfunction indicator lamp (MIL) stays on or flashes intermittently
- Service Rear Axle message
- Chimes in combination with any of these messages or MILs
- Sway or wander while driving

- Loud metallic or other unusual noise from the rear suspension
- Off-center steering wheel
- Uneven wear between the rear tires

A customer who experiences these warnings should have the vehicle flat towed to a GM dealership and should not drive the vehicle until it is inspected by a GM dealer.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Cadillac dealer will replace the adjustable toe link with a design that prevents adjustment. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Cadillac dealer to have your vehicle serviced.

You can also check the status of this recall at:

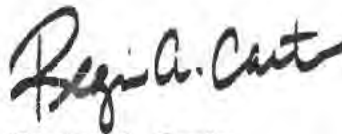
<https://my.gm.com/recalls>. If you have already paid for repairs for this condition, you may submit those charges using the reimbursement request form that will be provided with the next letter.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1.800.333.4223 (TTY 1.800.833.2622).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V473.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N212340980

Repair Order Detail - Customer Copy

RO Number [REDACTED]

RO Status: CLOSED

Customer [REDACTED]

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell [REDACTED]

Vehicle: 3GYFNDE32ES [REDACTED]

2014 SRX WHITE

Mileage: 97,806

Payment type: CASH

Waiter: Yes

Service advisor: 12397

Promised time: 06:00 PM

Estimate: 0.00

Tag number: T2557

Promised date: 06/15/2021

A THE CUST STATES THAT THE STABILITY LIGHT IS ON AND THE VEH SEEM TO HAVE A PROBLEM IN THE LR OR RR WHEEL, ALSO THE CUST STATES THAT THE VEH SHAKES BAD WHILE DRIVING

DIAG	CP	Maintenance Schedule	472.00
		- 7500 Miles	

Tech(s): 12095

20867273

2 (S)LINK

192.96

13534553

1 W-(S)HUB

209.88

Pts: 402.84 Lbr: 472.00 Other: 0.00 Total Line A: 874.84

Story: 97806 lhr lr toe link broken causing alignment to be out of specs causing stability code to set,needs lr toe link lr hub bearing making noise and tires worn out and alignment reset 350 relaced the lr and rr toe links and lr hub bearing

B** WHEEL AND SUSPENSION ALIGNMENT

03CDZ1	CP	WHEEL AND SUSPENSION ALIGNMENT	99.95
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Tech(s): 12095

Pts: 0.00 Lbr: 99.95 Other: 0.00 Total Line B: 99.95

Story: 97806 160 reset front and rear alignment to specs

C** INSPECT FRONT BRAKES

VINSP-31	CP	INSPECT FRONT BRAKES	566.20
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Tech(s): 12095

20983943

1 (S)PAD KIT

130.45

20962994

1 (S)PAD KIT

130.45

Pts: 260.90 Lbr: 566.20 Other: 0.00 Total Line C: 827.10

Story: 97806 the front and rear brakes worn out 380 replaced the front and rear brake pads and turned all rotors

D** CHECK TIRES

TIRE	CP	CHECK TIRES	50.00
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Tech(s): 12111

84752906

2 M23555201

516.76

DF1

2 STATE PREDISPOSAL FEE

2.70

DF2

2 USED DISPOSAL FEE

4.60

Pts: 516.76 Lbr: 50.00 Other: 7.30 Total Line D: 574.06

Customer Pay

Labor

1,188.15

Parts

1,180.50

Lube

0.00

Sublet

0.00

Miscellaneous/Shop Charge

27.67

Repair Order Detail - Customer Copy

Deductible	0.00
Total Charges	2,396.32
Less Insurance/Adjustment	0.00
Sales Tax	233.64
Total	2,629.96

Psychiatric, M



National Highway Traffic Safety Administration
1200 New Jersey Avenue
SE, Washington DC 20590

MEMPHIS TN 380

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First Class



20590

