



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



October 21, 2021

[REDACTED]
Byhalia, MS [REDACTED]

NEF-109 tgd
Ref. No. 11434822

Dear [REDACTED]

Thank you for your letter about your model year (MY) 2014 Cadillac SRX vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that the stability light illuminated in your MY 2014 Cadillac SRX. You state on June 15, 2021, a local dealer repaired the problem under a recall. Then in August, you received a notice for NHTSA Safety Recall Campaign No. 21V-473. As such, you request a reimbursement for the repair you paid for. In addition, you assert that you are still experiencing a problem with your vehicle that almost resulted in two crashes.

As you know, Recall 21V-473 addresses a problem with the improper adjustment of the rear suspension toe link. The threads within the toe link may wear and loosen due to corrosion and the rotational movement of the vehicle. In very rare cases with continued use, the link could separate. Please note that the dealer's repair on June 15, 2021, was not performed under Recall 21V-473. At that time, the parts and final remedy for the repair were not available. This information is consistent with General Motors' (GM) interim recall letter mailed in August 2021, to alert you of the defect and let you know the final remedy was not available at this time. Hence, your vehicle is still experiencing a problem. We entered your vehicle identification number into our (VIN) Look-Up Tool and confirmed that Recall 21V-473 is incomplete on your vehicle (report enclosed). You will soon receive the final notice for the recall. When you receive the final notice, we recommend that you contact GM and your dealer to schedule an appointment to have the recall repair completed as soon as possible.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification.

When you receive the final notice for Recall 21V-473, we encourage you to contact GM and your dealer for more information about filing a reimbursement claim. In addition, the recall notification will provide instructions on how to file a claim. Certain restrictions apply, including the need to submit certain documents to the manufacturer.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc. on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

2014
Cadillac SRX



VIN: 3G9FNDE

Recall data refreshed on Oct 21, 2021

1 Unrepaired Recalls

associated with this VIN

Jun 24, 2021

Manufacturer Recall Number N212340980

NHTSA Recall Number 21V473

Recall Status Recall Incomplete

Summary

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2010 to 2016 model year Cadillac SRX and 2011 to 2012 Saab 9-4x vehicles. 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.

Safety Risk

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.

Remedy

Dealers will replace the adjustable toe link with a design that prevents adjustment.

Manufacturer's Notes

Visit manufacturer website at <https://my.gm.com/recalls> for more information. For GM Canada Company visit website at <https://gmrecallcentre.ca>