



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 20-019
Date Opened: 11/06/2020
Investigator: Antonio Moore
Approver: Stephen Ridella
Subject: Rear Toe Link Adjuster Separation

Date Closed: 12/23/2021
Reviewer: Tanya Topka

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: General Motors, LLC
Products: 2010-2015 Cadillac SRX
Population: 344,000

Problem Description: The jam nuts in the rear suspension toe adjuster link may not be torqued to the proper specification. A loose toe adjuster link can cause the vehicle to sway or wander at highway speed, activate the vehicle's ESC system and cause wear to the threads in the link. Separation can occur while the vehicle is driven.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	21	63	84**
Crashes/Fires:	6	10	16**
Injury Incidents:	5	5	10**
Number of Injuries:	5	5	10**
Fatality Incidents:	1	Confidential	Confidential
Number of Fatalities:	2	Confidential	Confidential

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: Close the Preliminary Evaluation. Recall 21V-473 has been submitted.

Summary:

On November 06, 2020, the Office of Defects Investigation (ODI) opened a Preliminary Evaluation (PE20-019) to assess the remedy and scope of General Motors (GM) recall 14V-571. ODI had received a total of 9 complaints with allegations of rear toe links separating while the vehicle was in motion. There were 4 complainants indicating that the remedy for recall 14V-571 had been performed on their vehicle. The other 5 complaints were outside the original recall scope but exhibited the same failure mode as addressed by recall 14V-571 and reported uncontrolled swaying while driving.

ODI's review focused on all 2010-2015 Cadillac SRX vehicles that experienced a rear toe link failure while the vehicle was in motion under various driving conditions. The failures were the same or similar to those addressed by the remedy associated with recall 14V-571. The remedy for recall 14V-571 was to inspect the rear toe link adjusters and replace them if necessary as well as tighten both jam nuts to a manufacturer specified torque. The remedy can be reversed when the vehicle gets a rear alignment adjustment and the jam nuts are not properly re-torqued to the manufacturer's specification. ODI's data review confirmed a high toe link failure rate in vehicles that either had and had not received the remedy associated with recall 14V-571.

On June 24, 2021, GM filed a defect information report recalling all 2010-2016 Cadillac SRX and 2011-2012 Saab 9-4X vehicles to remedy the potential failure of the rear toe link adjuster while driving. The remedy replaces adjustable

toe links with non-adjustable toe links. The recall (21V-473) includes vehicles that were remedied under 14V-571.

In view of the recall action being taken by GM, ODI is closing this Preliminary Evaluation. NHTSA reserves the right to take additional action if warranted by future circumstances.

The ODI complaints cited above can be viewed at www.nhtsa.gov. The ODI identification numbers for the complaints cited above can be found in a separate document attached to this closing resume.

11414939, 11407521, 11399286, 11397142, 11388327, 11383574, 11374309, 11363425, 11363094,
11353745, 11342542, 11342134, 11312102, 11278653, 11268463, 11210601, 11209435, 11153296,
11132827, 11131926, 11081710