



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

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

MANUFACTURER & PRODUCT INFORMATION

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

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 vehicles' 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:	9	TBD	TBD
Crashes/Fires:	2	TBD	TBD
Injury Incidents:	2	TBD	TBD
Number of Injuries:	3	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: Open Preliminary Evaluation (PE)

Summary:

The Office of Defects Investigation (ODI) has received nine complaints alleging rear toe link adjuster separation on model year (MY) 2010-2015 Cadillac SRX vehicles. The complaints report uncontrolled swaying while driving with two incidents leading to a crash.

Most of the complaint vehicles were remedied previously under Recall 14V-571, which required inspection and re-torque or replacement of the rear toe links in the subject vehicles.

ODI has examined toe links from several of the complaint vehicles that exhibited corrosion and thread wear on the adjustable portion of the link. The root cause of this corrosion and wear is unknown but has been attributed to in-service adjustment of the toe link, typically during four wheel alignments, as evidenced by review of complaint vehicle service histories. In all cases, this service was conducted after the safety recall remedy was performed.

ODI has opened a Preliminary Evaluation to characterize the percentage of the subject vehicle population exhibiting minimal toe link integrity in the field and to identify factors that contribute to this situation.

The ODI reports cited above are available for review online at <http://www-odi.nhtsa.dot.gov/owners/SearchNHTSAID> under the following identification numbers:

11153296, 11209435, 11210601, 11268463, 11278653, 11342134, 11342542, 11353745, 11363094.

