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This file may have been split into multiple files after consolidation. Such files have the suffix "1 of n" appended to the end of the file name.









• Puntos de lubricación

• Machine rotor
manufacture
sure the lat
and has sh

• After the fi
completed,
rotor for one
anding block
sandpaper to
finish.

• When sanding op
completed, wash t
dishwashing soap a
clean the rotor with a
solvent based product

• Calipers, caliper slides a
should be thoroughly clea
rust and grease.

• Caliper slides
insulator
of

• When wheels, make
nuts are torqued to
manufacturer's specifications.

Rectifier les disques de freins selon les
instructions du fabricant en vérifiant
que le tour est propre, qu'il resp

ponçage terminé, laver les
avec de l'eau et du savon à
selle. Ne pas nettoyer les
avec un produit à base de
ant ou solvant.

de pâte à
glissières
blocs/ isolants de
disque pour assurer la
Ne pas se servir d'un produit
de pétrole ni d'un produit comme
un adhésif en aérosol.

• Bien vérifier que les plaquettes de frein
sont bien serrées dans l'étrier.

• Replaçant les roues, s'assurer de serrer
les boulons au couple recommandé par le
fabricant.

un minuto
papel de lija de
un acabado

limpiador
ventes.

debe limpiar cuidadosamente de
suciedad, óxido y grasa los calibres, las
corredoras de los calibres y la quincallería

• Se debe aplicar una delgada película de
pasta con base de siliconas a las
corredoras del calibre y los espaciadores y
aisladores de las almohadillas del disco
para asegurar que haya una buena
lubricación. No use un producto con base
de petróleo, ni rocíe un producto de tipo de
adhesivo.

• Por favor asegúrese de que las almohadillas
de los discos estén apretadas adentro de los
calibres.

las ruedas, asegúrese de que se
las tuercas con la torsión
por el fabricante.

ACDelco

Puntos de lubricación

- Machine rotors to manufacturer's specifications. Be sure the lathe is properly adjusted and has sufficient clearance.
- After the rotor is completely finished, sand the rotor for even sanding block sandpaper to a fine finish.
- When sanding operation is completed, wash the rotor with dishwashing soap and clean the rotor with a solvent based product.
- Calipers, caliper slides and caliper pins should be thoroughly cleaned of rust and grease.
- Caliper slides should be insulated with an insulating material.

Rectifier les disques de freins selon les instructions du fabricant en vérifiant que le tour est propre, qu'il est correctement réglé et possède une distance suffisante.

Après avoir terminé le ponçage, lavez les disques de freins à l'eau et du savon à vaisselle. Ne pas nettoyer les disques avec un produit à base de solvant ou solvant.

Après ponçage terminé, lavez les disques de freins à l'eau et du savon à vaisselle. Ne pas nettoyer les disques avec un produit à base de solvant ou solvant.

- Bien vérifier que les plaquettes de frein sont bien serrées dans l'étrier.
- Replaçant les roues, s'assurer de serrer les boulons du couple fabricant.

Un minuteur de 15 minutes est recommandé pour un aspect métallique.

Se debe limpiar cuidadosamente de suciedad, óxido y grasa los calibres, las correderas de los calibres y la quincallería.

- Se debe aplicar una delgada película de pasta con base de siliconas a las correderas del calibre y los espaciadores y aisladores de las almohadillas del disco para asegurar que haya una buena lubricación. No use un producto con base de petróleo, ni rote un producto de tipo adhesivo.
- Por favor asegúrese de que las almohadillas de los discos estén apretadas dentro de los calibres.

Al montar las ruedas, asegúrese de que se aprieten las tuercas con la torsión indicada por el fabricante.

ACDELCO



McMaster-Carr

- Vérifier que les vis sont bien serrées
- Régler les roues







Document Provided in Native Format

File Name: 222049 POP REQUEST 2010-16 SRX ON
02-04-2019.XLSX

Document Provided in Native Format

File Name: 222049 DETAIL 2010-16 SRX, 6 LABOR CODES
(804X) ON 02-04-2019.XLSX

Document Provided in Native Format

File Name: 222049 DETAIL 2010-16 SRX, 3 LABOR CODES
(910X) ON 02-04-2019.XLSX

Document Provided in Native Format

File Name: 222049_TREAD_AFTER_14457_4_4_2019.XLSM

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File Name: 222049 2010-16 549 VINS PROVIDED QRD 2C 2D
2E NA GART AA WARRANTY.XLSX

Document Provided in Native Format

File Name: 222049 2010-16 549 VINS PROVIDED QRD 2C 2D
2E NA GART AA WARRANTY V2.XLSX

Document Provided in Native Format

File Name: 222049 DETAIL 2010-16 SRX, 3 LABOR CODES
(910X) ON 02-04-2019 V2.XLSX

Document Provided in Native Format

File Name: 201415 VINS EVENT DATA.CSV

Document Provided in Native Format

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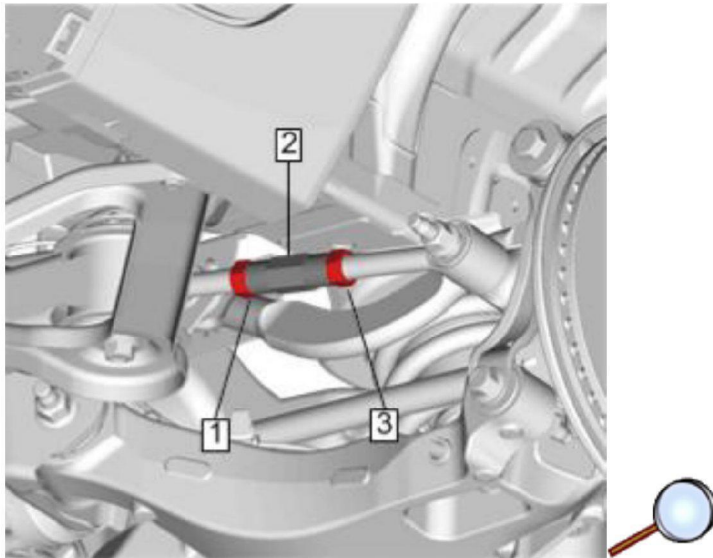
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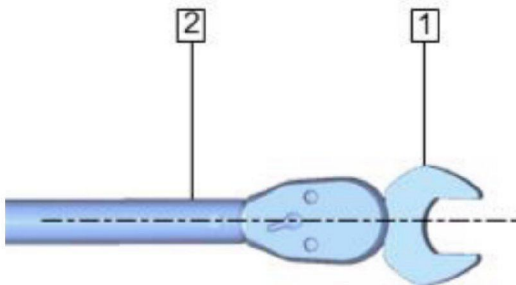
File Name: VIN LIST CAMPAING RAMOS.XLSX

Rear Toe Adjustment

Note: Adjust the rear toe on each rear wheel separately.



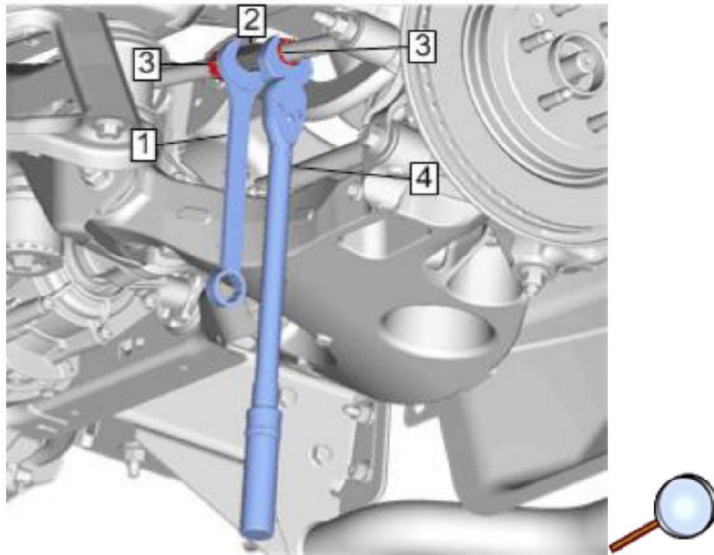
1. Loosen the rear suspension adjust link nuts (1) and (3).
2. Adjust the toe by rotating the rear suspension adjust link (2) until the proper specification as been reached. [Wheel Alignment Specifications](#)



Note: The following steps use a 26 mm crows foot wrench attached to a torque wrench. The orientation of the crows foot to the torque wrench should be as close to in-line as possible to obtain accurate readings

3. Align the 26 mm crows foot wrench (1) to the torque wrench (2) as illustrated above.

Caution: Refer to [Fastener Caution](#).



Note: Ensure the open end of the wrench (1) is on the adjust link (2) while the adjust link nuts (3) are checked with the torque wrench (4).

4. Using a backup wrench (1) to hold the rear suspension adjust link (2), tighten the rear suspension adjust link nuts (3) to **150 Y (110 lb ft)**.
5. Recheck the toe setting.
6. If necessary, readjust the toe specifications.

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File Name: BULLETIN 14457 REPORT -COMPLETION.XLSX

Document Provided in Native Format

File Name: 222049 NON WARRANTY ROS FOR NON RECALL POP
WARRANTY VINS 24APRIL19.XLSX

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File Name: 222049 NON WARRANTY ROS FOR VINS
30APRIL19.XLSX

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File Name: 222049 NON WARRANTY ROS FOR 2010 TO 2016 SRX
FOR PN 20867273.XLSX

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File Name: 222049 NON WARRANTY ROS FOR 2010 TO 2016 SRX
FOR PN 20867273 V2.XLSX

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File Name: N19-222049 201516 SRX TOE SFI POP RPT
5-6-19.XLSX

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File Name: N40457 FINAL 2010-15 SRX 9-4X REAR TOE FPE
POP 9-18-14.XLSX



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File Type: application/pdf
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Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Rear Toe Link Adjuster Lock Nut Torque

MODELS: 2010-2015 Cadillac SRX
2011-2012 Saab 9-4X

This bulletin has been revised to inform dealers that owners of Saab 9-4X vehicles delivered in the U.S. or Canada will receive a separate notification and be addressed by Saab Authorized Service Centers. This bulletin applies to Saab vehicles delivered outside of the U.S. and Canada that are subject to this recall. Please discard all copies of bulletin 14457A.

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 under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2015 model year Cadillac SRX vehicles and 2011-2012 Saab 9-4X vehicles. On some of these vehicles, the jam nut 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 electronic stability control system, and cause excessive wear to the threads in the link. Additionally, the rear suspension may make loud metallic noises, particularly when the vehicle is travelling over bumps or potholes. If the threads in the link become worn, the link may separate. If separation occurs while the vehicle is being driven, it would create sudden vehicle instability, increasing the risk of a crash.

CORRECTION

On vehicles in dealer inventory, dealers must inspect the left and right rear toe link adjuster lock nuts for proper torque and tighten the nuts if necessary. On customer vehicles, dealers must inspect the left and right rear toe link and replace the parts if there is evidence of damage or a loose link. If the rear toe links pass the inspection, then the dealer should torque the adjuster jam nuts to specification.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts Pre-Ship Information – For US and Canada

Important: An initial supply of Rear Suspension Adjustment Links required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the weeks of October 6, 13 and 20, 2014. Pre-shipped parts will be charged to dealer's open parts account.

Beginning the week of October 27, 2014, additional parts, if required, are to be obtained from GMCC&A. Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Important: It is estimated that only 20% of involved vehicles will require link replacement. Please order parts accordingly.

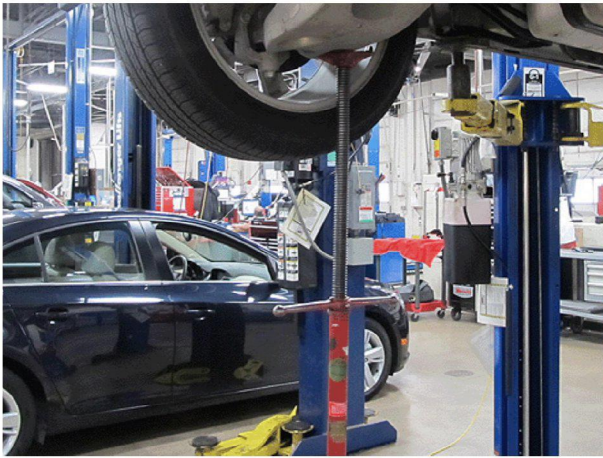
Part Number	Description	Quantity/Vehicle
20867273	LINK, REAR SUSPENSION ADJUSTMENT	1-2 (if Req'd)

SERVICE PROCEDURE

Note: For new unsold vehicles, proceed directly to the tightening procedure (step # 6). It is not necessary to inspect or replace the rear suspension adjustment link on new unsold vehicles. For all sold and delivered vehicles perform all 6 steps.

Use the following steps to inspect the left and right rear suspension adjustment links:

1. Lift the vehicle on a hoist. Refer to *Lifting and Jacking the Vehicle* in SI.



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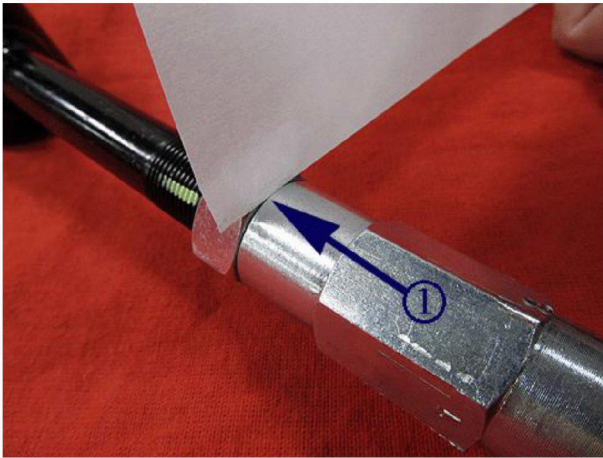
Note: Load the suspension so the wheels are in the same position they would be if the vehicle was on the ground.

2. Place tall threaded jack stands under the left and right control arms at the shock absorber mount as shown. Using the threaded jack stands, raise the left and right control arms to the ride height level.
3. Inspect the left and right rear suspension links as follows:

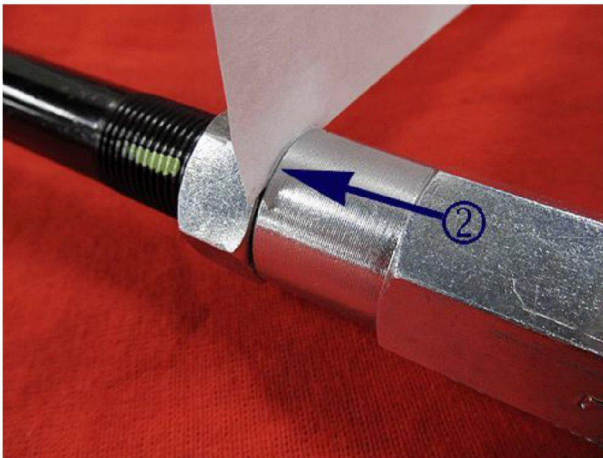


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- Grasp the adjustment collar and push up and pull down firmly, note any movement in the link assembly components (the ends are rubber mounted and will have some movement)



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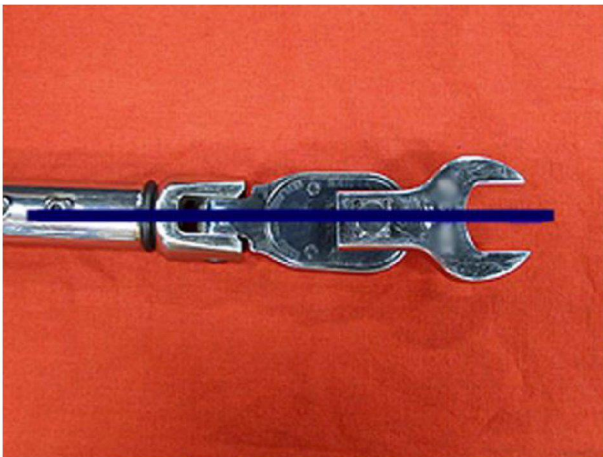


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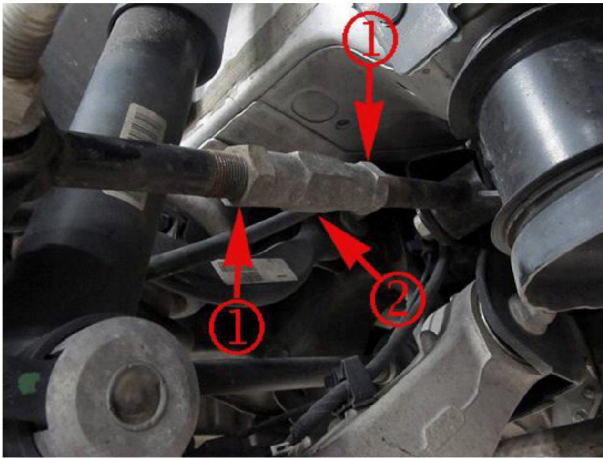
(1) Paper does NOT fit between jam nut and rear suspension adjustment link. (2) Paper fits between jam nut and rear suspension adjustment link.

- Inspect the toe link assembly for loosened jam nuts. Use a piece of paper to determine if there is a gap between the jam nut and the adjustment collar.
5. If the adjustment link fails any of the above tests, replace the adjustment link assembly. Refer to *Adjust Link Replacement* in SI.

Note: The following steps use a 26mm crows foot wrench attached to a torque wrench. The orientation of the crows foot to the torque wrench should be as close to inline as possible to obtain accurate readings.

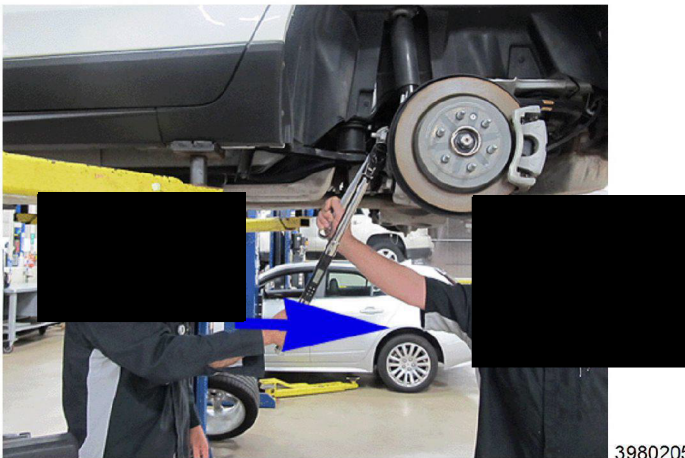


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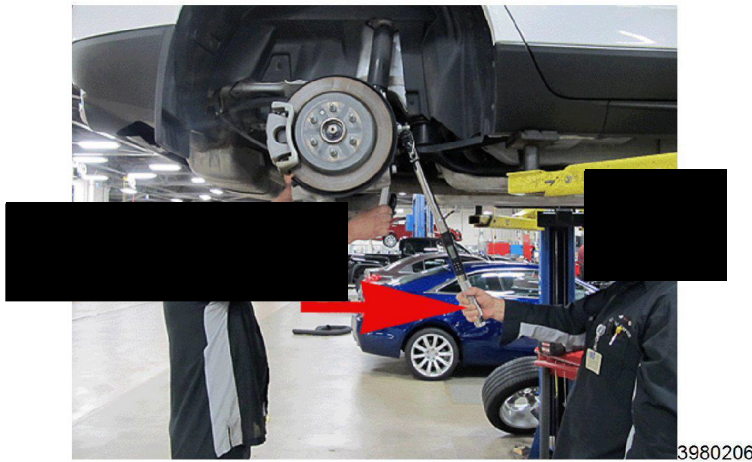


6. Use the following steps to verify the tightness of the adjustment link jam nuts (1) and adjustment collar (2).

- Remove the two jack stands.



- On the left hand side of the vehicle, have one technician hold the adjustment collar with a 26mm open end wrench. Have a second technician verify the torque of the jam nuts using a 26mm crow's foot attachment on a calibrated torque wrench. The torque will be checked by pushing torque wrench handle toward the rear of vehicle on both the inner and outer jam nuts (the outer link has left handed threads) Tighten **150 Nm (110 lb ft)**.



- On the right hand side of the vehicle, have one technician hold the adjustment collar with a 26mm open end wrench. Have a second technician verify the jam nut torque using a 26mm crow's foot attachment on a calibrated torque wrench. The torque will be checked by pulling torque wrench handle toward the front of vehicle on both the inner and outer jam nuts (the outer link has left handed threads) Tighten **150 Nm (110 lb ft)**.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by November 30, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9100933	Inspect & Tighten Right & Left Rear Suspension Adjustment Links	0.3	N/A
9100934	Inspect & Install One Toe Rear Suspension Adjustment Link (incl. resetting rear toe) – Not for Use on Inventory Vehicles	1.5	N/A
9100935	Inspect & Install Both Toe Rear Suspension Adjustment Link (inc. resetting rear toe) – Not for Use on Inventory Vehicles	1.9	N/A
9100936	Customer Reimbursement Approved	0.2	*
9100937	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

- * The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



We Support
Voluntary Technician
Certification



IMPORTANT SAFETY RECALL

October 2014

Dear General Motors Customer:

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 certain 2010-2015 model year Cadillac SRX vehicles and 2011-2012 Saab 9-4X 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

- This notice applies to your 2010-2015 model year Cadillac SRX vehicles or 2011-2012 Saab 9-4X vehicle, **VIN** _____.
- Your vehicle is involved in GM recall 14457.
- Schedule an appointment with your dealer on or after November 10, 2014.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The jam nut 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 electronic stability control system, and cause excessive wear to the threads in the link. Additionally, the rear suspension may make loud metallic noises, particularly when the vehicle is travelling over bumps or potholes. If the threads in the link become worn, the link may separate. If separation occurs while the vehicle is being driven, it would create sudden vehicle instability, increasing the risk of a crash.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your dealer will inspect the left and right rear toe link and replace the parts if there is evidence of damage or a loose link. If the rear toe links pass the inspection, then your dealer will torque the adjuster jam nuts to specification. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 20 minutes. If part replacement is required an additional 1 hour and 20 minutes to 1 hour and 40 minutes may be needed.

We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by November 10, 2014.

What should you do?

You should contact your dealer to arrange a service appointment on or after November 10, 2014.

If you experience any sway or wandering while the vehicle is at speed, or hear any loud metallic or other unusual noises from the rear suspension, you should have the vehicle towed to a GM dealership for inspection and repair, and should not drive the vehicle until the recall repairs have been performed.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2015, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Saab	1-855-880-0808	
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 14V571.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #14457



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Rear Toe Link Adjuster Lock Nut Torque

MODELS: 2010-2015 Cadillac SRX
2011-2012 Saab 9-4X

This bulletin has been revised to add a note in the Service Procedure section (see Step 4). Please discard all copies of bulletin 14457B.

Owners of Saab 9-4X vehicles delivered in the U.S. or Canada will receive a separate notification and be addressed by Saab Authorized Service Centers. This bulletin applies to Saab vehicles delivered outside of the U.S. and Canada that are subject to this recall.

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 under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2015 model year Cadillac SRX vehicles and 2011-2012 Saab 9-4X vehicles. On some of these vehicles, the jam nut 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 electronic stability control system, and cause excessive wear to the threads in the link. Additionally, the rear suspension may make loud metallic noises, particularly when the vehicle is travelling over bumps or potholes. If the threads in the link become worn, the link may separate. If separation occurs while the vehicle is being driven, it would create sudden vehicle instability, increasing the risk of a crash.

CORRECTION

On vehicles in dealer inventory, dealers must inspect the left and right rear toe link adjuster lock nuts for proper torque and tighten the nuts if necessary. On customer vehicles, dealers must inspect the left and right rear toe link and replace the parts if there is evidence of damage or a loose link. If the rear toe links pass the inspection, then the dealer should torque the adjuster jam nuts to specification.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts Pre-Ship Information – For US and Canada

Important: An initial supply of Rear Suspension Adjustment Links required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the weeks of October 6, 13 and 20, 2014. Pre-shipped parts will be charged to dealer's open parts account.

Beginning the week of October 27, 2014, additional parts, if required, are to be obtained from GMCC&A. Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Important: It is estimated that only 20% of involved vehicles will require link replacement. Please order parts accordingly.

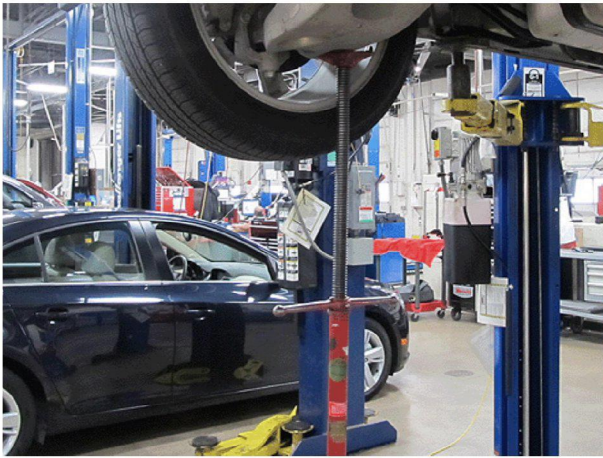
Part Number	Description	Quantity/Vehicle
20867273	LINK, REAR SUSPENSION ADJUSTMENT	1-2 (if required)

SERVICE PROCEDURE

Note: For new unsold vehicles, proceed directly to the tightening procedure (step 5). It is not necessary to inspect or replace the rear suspension adjustment link on new unsold vehicles. For all sold and delivered vehicles perform all 5 steps.

Use the following steps to inspect the left and right rear suspension adjustment links:

1. Lift the vehicle on a hoist. Refer to *Lifting and Jacking the Vehicle* in SI.



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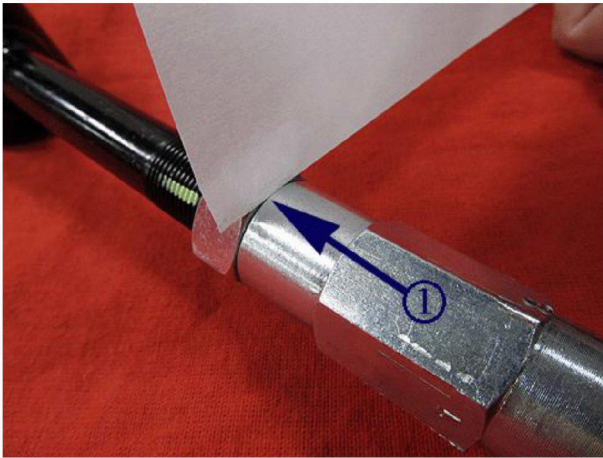
Note: Load the suspension so the wheels are in the same position they would be if the vehicle was on the ground.

2. Place tall threaded jack stands under the left and right control arms at the shock absorber mount as shown. Using the threaded jack stands, raise the left and right control arms to the ride height level.
3. Inspect the left and right rear suspension links as follows:

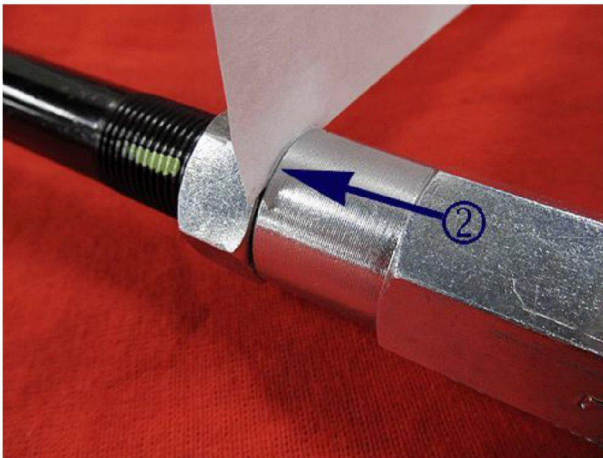


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- Grasp the adjustment collar and push up and pull down firmly, note any movement in the link assembly components (the ends are rubber mounted and will have some movement)



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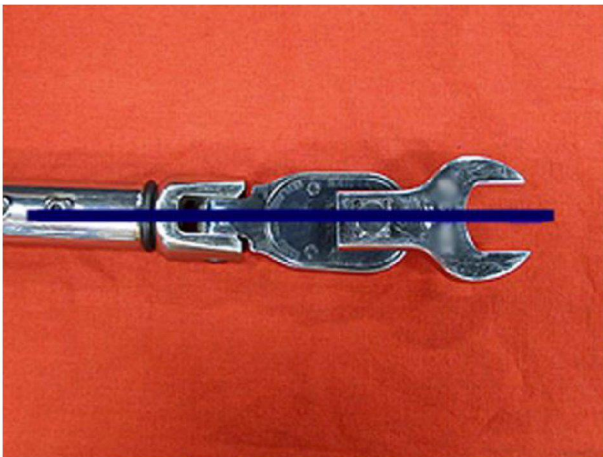


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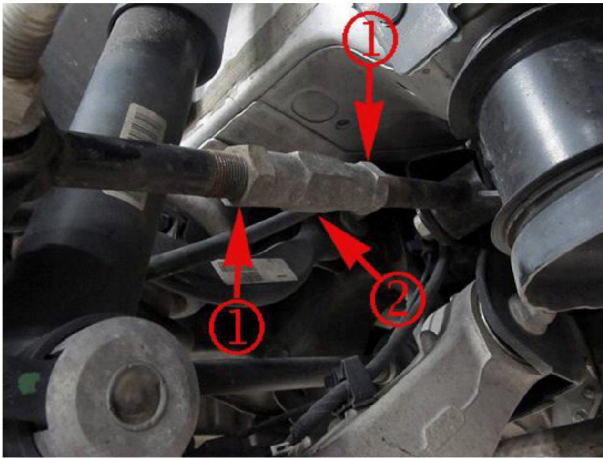
(1) Paper does NOT fit between jam nut and rear suspension adjustment link. (2) Paper fits between jam nut and rear suspension adjustment link.

- Inspect the toe link assembly for loosened jam nuts. Use a piece of paper to determine if there is a gap between the jam nut and the adjustment collar.
4. If the adjustment link fails any of the above tests, replace the adjustment link assembly. Refer to *Adjust Link Replacement* in SI.

Note: The following steps use a 26mm crows foot wrench attached to a torque wrench. The orientation of the crows foot to the torque wrench should be as close to inline as possible to obtain accurate readings.



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Note: Ensure the open end wrench is on the adjustment collar (2) while the jam nut (1) is checked with the torque wrench.

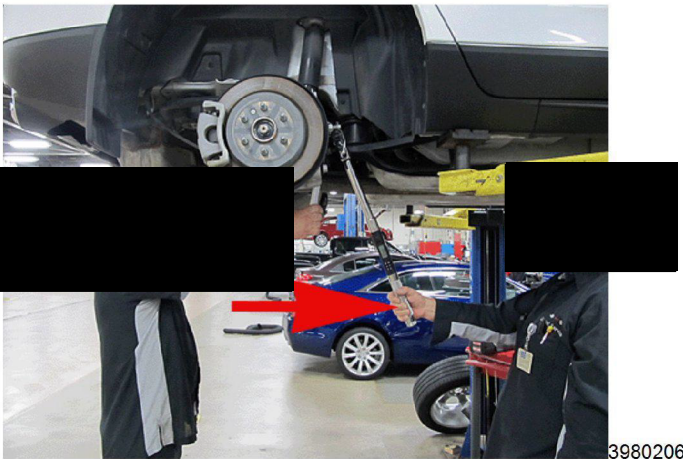
5. Use the following steps to verify the tightness of the adjustment link jam nuts (1) and adjustment collar (2).
 - Remove the two jack stands.



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- On the left hand side of the vehicle, have one technician hold the adjustment collar with a 26mm open end wrench. Have a second technician verify the torque of the jam nuts using a 26mm crow's foot attachment on a calibrated torque wrench. The torque will be

checked by pushing torque wrench handle toward the rear of vehicle on both the inner and outer jam nuts (the outer link has left handed threads) Tighten **150 Nm (110 lb ft)**.



- On the right hand side of the vehicle, have one technician hold the adjustment collar with a 26mm open end wrench. Have a second technician verify the jam nut torque using a 26mm crow's foot attachment on a calibrated torque wrench. The torque will be checked by pulling torque wrench handle toward the front of vehicle on both the inner and outer jam nuts (the outer link has left handed threads) Tighten **150 Nm (110 lb ft)**.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by November 30, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9100933	Inspect & Tighten Right & Left Rear Suspension Adjustment Links	0.3	N/A
9100934	Inspect & Install One Toe Rear Suspension Adjustment Link (incl. resetting rear toe) – Not for Use on Inventory Vehicles	1.5	N/A
9100935	Inspect & Install Both Toe Rear Suspension Adjustment Link (incl. resetting rear toe) – Not for Use on Inventory Vehicles	1.9	N/A
9100936	Customer Reimbursement Approved	0.2	*
9100937	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US

National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

October 2014

Dear General Motors Customer:

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 certain 2010-2015 model year Cadillac SRX vehicles and 2011-2012 Saab 9-4X 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

- This notice applies to your 2010-2015 model year Cadillac SRX vehicles or 2011-2012 Saab 9-4X vehicle, **VIN** _____.
- Your vehicle is involved in GM recall 14457.
- Schedule an appointment with your dealer on or after November 10, 2014.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The jam nut 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 electronic stability control system, and cause excessive wear to the threads in the link. Additionally, the rear suspension may make loud metallic noises, particularly when the vehicle is travelling over bumps or potholes. If the threads in the link become worn, the link may separate. If separation occurs while the vehicle is being driven, it would create sudden vehicle instability, increasing the risk of a crash.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your dealer will inspect the left and right rear toe link and replace the parts if there is evidence of damage or a loose link. If the rear toe links pass the inspection, then your dealer will torque the adjuster jam nuts to specification. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 20 minutes. If part replacement is required an additional 1 hour and 20 minutes to 1 hour and 40 minutes may be needed.

We are working as quickly as possible to correct this condition and expect to have sufficient parts to begin repairs by November 10, 2014.

What should you do?

You should contact your dealer to arrange a service appointment on or after November 10, 2014.

If you experience any sway or wandering while the vehicle is at speed, or hear any loud metallic or other unusual noises from the rear suspension, you should have the vehicle towed to a GM dealership for inspection and repair, and should not drive the vehicle until the recall repairs have been performed.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2015, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Saab	1-855-880-0808	
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 14V571.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #14457

Document Provided in Native Format

File Name: MICROSOFT_EXCEL_WORKSHEET2.XLSX

Document Provided in Native Format

File Name: MICROSOFT_EXCEL_WORKSHEET1.XLSX

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File Name: MICROSOFT_EXCEL_WORKSHEET.XLSX

Document Provided in Native Format

File Name: MICROSOFT_EXCEL_WORKSHEET.XLSX



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Document Provided in Native Format

File Name: 222049 2010-16 549 VINS PROVIDED QRD 2C 2D
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Document Provided in Native Format

File Name: 222049 2015-16 52 SRX VINS QRD 2C 2D 2E NA
GART AA WARRANTY.XLSX

Document Provided in Native Format

File Name: 222049 DETAIL 2010-16 SRX, 3 LABOR CODES
(910X) ON 02-04-2019.XLSX

Document Provided in Native Format

File Name: 222049 DETAIL 2010-16 SRX, 6 LABOR CODES
(804X) ON 02-04-2019.XLSX

Document Provided in Native Format

File Name: 222049 NON WARRANTY ROS FOR 2010 TO 2016 SRX
FOR PN 20867273.XLSX

Document Provided in Native Format

File Name: 222049 POP REQUEST 2010-16 SRX ON
02-04-2019.XLSX

Document Provided in Native Format

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