



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Rear Suspension Toe Link Separation

MODELS: 2009-2010 Cadillac CTS

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2009 and 2010 model year Cadillac CTS vehicles. Some of these vehicles have a condition in which a wax coating on the rear suspension toe link jam nuts may allow the nut(s) to loosen. If a nut loosens, a metallic clanking noise may be heard coming from the rear of the vehicle. Ignoring this warning could result in a further loosened toe link that could separate, and the rear wheel would be able to turn inboard or outboard. If this were to happen, sudden changes could occur in vehicle handling. The driver may not be able to control the vehicle and a crash could occur without warning.

CORRECTION

Dealers are to clean all wax residue from the rear suspension toe link assemblies and install two new jam nuts. In some cases, the rear suspension toe link assembly(s) may require replacement.

VEHICLES INVOLVED

Involved are **certain** 2009 and 2010 model year Cadillac CTS vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles may be involved.

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

REMINDER: *GM Policies and Procedures require that defective parts be retained for a minimum of 15 days from the credit date. A quantity of removed toe link assemblies will be requested by the Warranty Parts Center (WPC) for inspection by Engineering.*

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (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.

Part Number	Description	Quantity/Vehicle
19258771*	Nut, RR Susp Adj Link (LH)	2
19258772*	Nut, RR Susp Adj Link (RH)	2
25958229**	Link, RR Susp Adj	1 or 2 (If Req'd)

* Nuts are not required if the link is replaced.

** Less than 5% of involved vehicles will require replacement of the toe link assembly. Please order parts accordingly.

SERVICE PROCEDURE

Note: A quantity of removed toe link assemblies will be requested by the Warranty Parts Center (WPC) for inspection by Engineering.

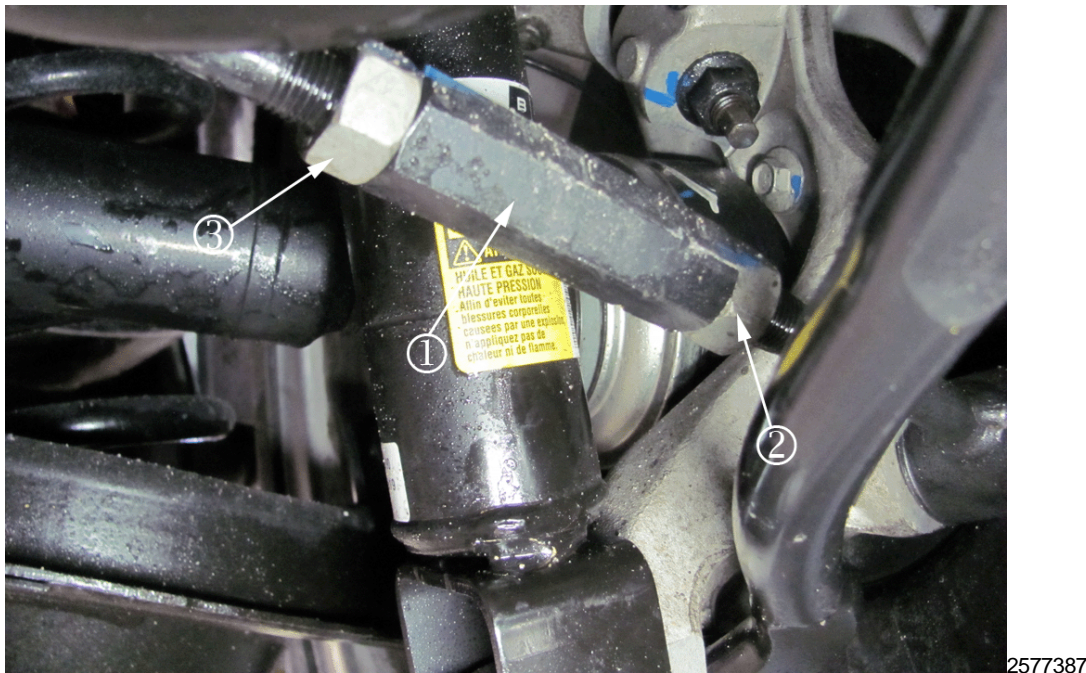
Note: The purpose of the this service procedure is to eliminate the wax coating on the toe link rod threads and to install new jam nuts that do not have a wax coating. Do NOT replace the toe link assembly unless the toe link assembly is damaged.

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



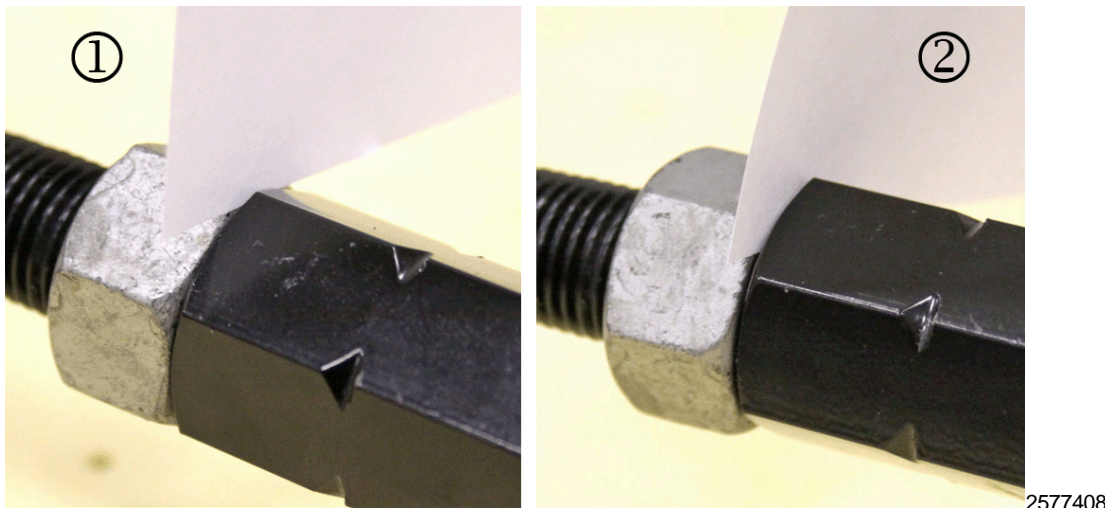
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2. Remove the left and right rear tire and wheel assembly. Refer to *Tire and Wheel Removal and Installation* in SI.



The Toe Link Assembly Includes a (1) Rear Suspension Adjustment Link, (2) Outside Jam Nut (3), Inside Jam Nut and Inside and Outside Toe Link Rods.

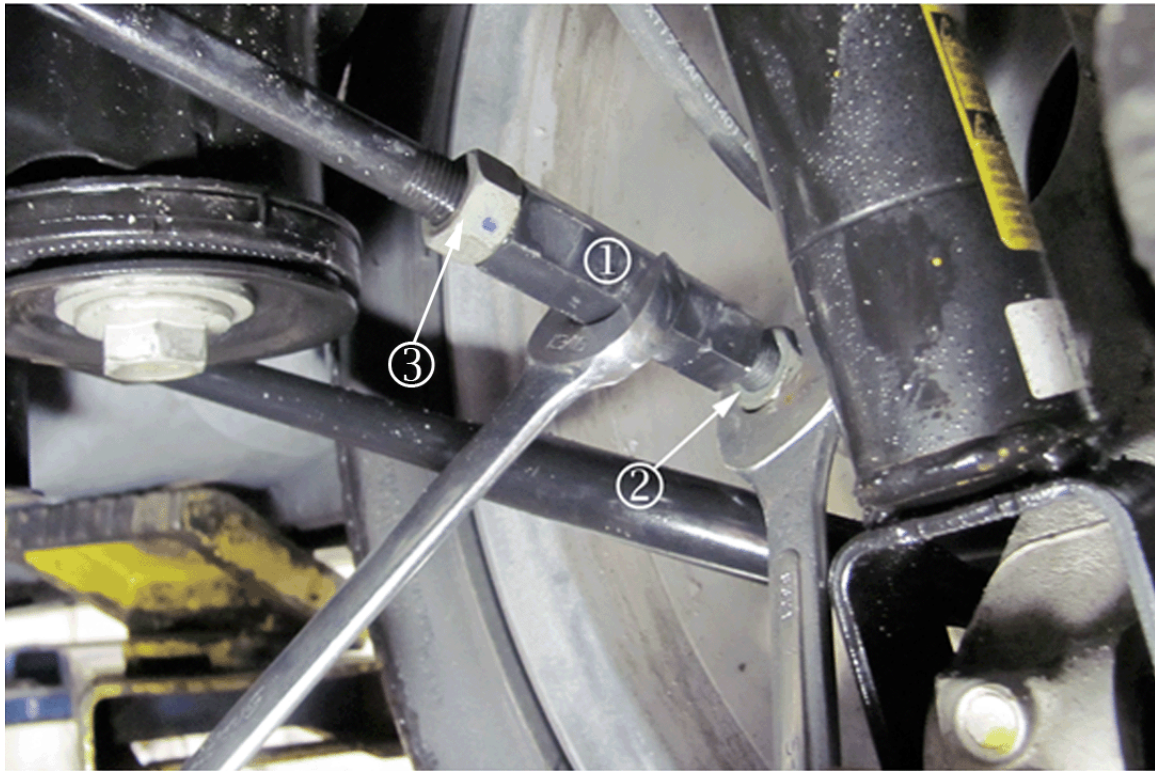
3. Locate the rear suspension adjustment links (1).



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

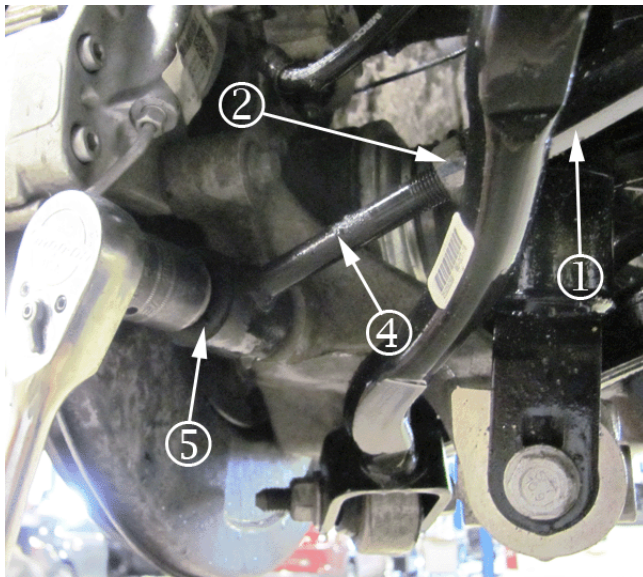
4. Inspect for the toe link assembly for loosened jam nuts. In addition, inspect for looseness in the toe link assembly by grasping the adjuster link using a pull up and pull down method. Perform these procedures on both the rear driver's and passenger's side toe link assembly.
 - If a piece of paper fits between either of the two jam nuts and rear suspension adjustment link (2), replace toe link assembly. Refer to *Adjust Link Replacement* in SI.
 - If the toe link assembly has any kind of looseness, replace toe link assembly. Refer to *Adjust Link Replacement* in SI.
 - If the jam nuts are not loose and the toe link assembly is not loose, proceed to Step 5.

5. Remove and inspect the rear suspension toe link assembly for damage.



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5.1 Hold the rear suspension adjustment link (1) with a 21 mm (13/16 in) open end wrench, and loosen the outside (2) and inside (3) jam nuts.



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(1) Rear Suspension Adjustment Link (2) Outside Jam Nut (4) Outside Toe Link Rod (5) Bolt

5.2 Remove the bolt (5) from the toe link assembly-to-knuckle joint (outside joint).



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- 5.3 Place a jackstand under the rear lower control arm.
- 5.4 Raise and support the rear lower control arm.



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Note: The inner jam nut and adjustment link may have to be adjusted to the end of the inboard threads of the link rod.

- 5.5 Remove the outside toe link rod from the adjustment link by holding the adjustment link and backing out the threaded outside toe link rod end.
- 5.6 Remove the outside jam nut from the outside toe link rod.

- 5.7 Discard the jam nut. **Do not reuse this nut.**
- 5.8 Place the outside toe link rod on a work bench.
- 5.9 Remove the rear suspension adjustment link from the inside rod.
- 5.10 Place the adjustment link on a work bench.
- 5.11 Remove the inside jam nut from the inside rod.
- 5.12 Discard the jam nut. **Do not reuse this nut.**
- 5.13 Do NOT remove the inside toe link rod from the vehicle.
- 5.14 Inspect the threads on both the inside and outside rods for signs of damage such as worn or stripped threads.



- 5.15 Inspect the threads inside the rear suspension adjustment link for thread wear, damage or corrosion.
 - If the threads on both the inside and outside rod and adjustment link are NOT damaged or worn and do NOT have excessive corrosion (1), proceed to *Clean and Reassemble Toe Link Assembly* in this bulletin.
 - If the threads on one or both rods are worn, damaged or corroded (2), or the adjustment link threads are damaged, replace the toe link assembly. Refer to *Adjust Link Replacement* in SI.

Clean and Reassemble Toe Link Assembly

Caution: Do not use a high speed wire brush to clean these components. Do not use any solvents to clean the components. The objective is to melt off a wax residue from the threads on the toe link rods and adjustment links using a BLAZER MicroTorch or equivalent. Do not use acetylene or propane torches as these are too hot and will cause component damage.

1. Lightly clean the threads on the toe link rods using a soft wire brush to remove loose corrosion or dirt.

Caution: Apply heat to *ONLY* the threads of the toe link rod. To avoid damaging the brake hose or other surrounding components, ensure heat is applied only to the toe link rod when cleaning the inside toe link rod.



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2. Using a BLAZER Micro Torch or equivalent, evenly apply heat up and down and all around the threads of the outside and inside toe link for 15 seconds.
3. Using a clean, dry shop towel, wipe the threads clean. Do not use any solvents to clean the threads.
4. Repeat Steps 2-3 two times.
5. Apply water to cool the toe links before reassembly.



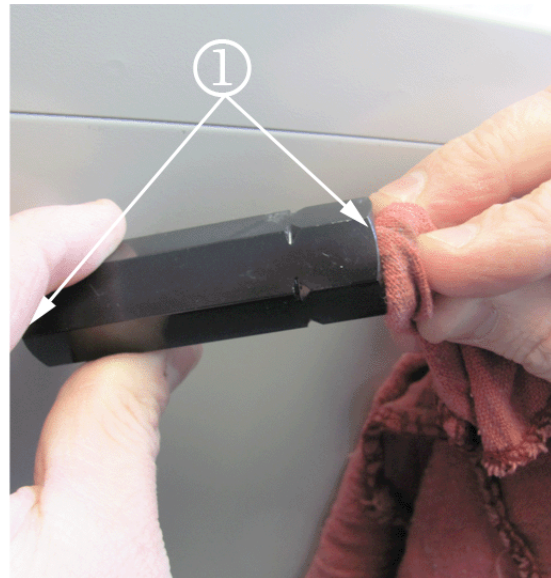
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6. Clean the adjustment link with a soft wire pipe cleaning brush to remove loose corrosion or dirt.



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7. Hold the adjustment link with pliers.
8. Using a BLAZER Micro Torch or equivalent, evenly apply heat directly on the inside threads and the end faces of the adjustment link for 15 seconds.



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9. Using a shop towel, wipe the threads and end faces (1) clean. Do not use solvents to clean threads.
10. Repeat Steps 8-9 two times.
11. Apply water to cool the adjustment links before reassembly.



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12. Using an air gun, completely dry the toe link rods and adjustment links before reassembly.



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13. Install a new jam nut (right-hand thread), P/N 19258772, to the inside toe link rod. Thread the jam nut to the end of the threads to ease reassembly of the link.



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14. Install the adjustment link onto the inside toe link rod.



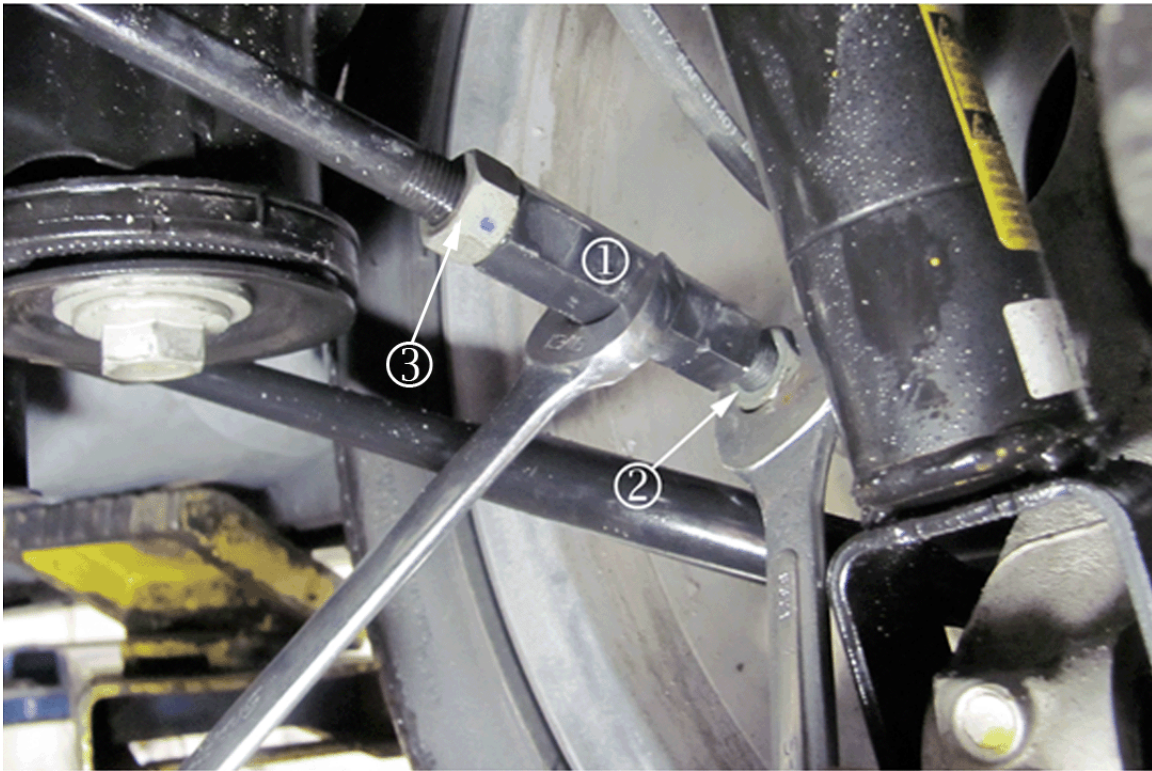
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15. Install a new jam nut (left-hand thread), P/N 19258771, to the outside toe link rod.



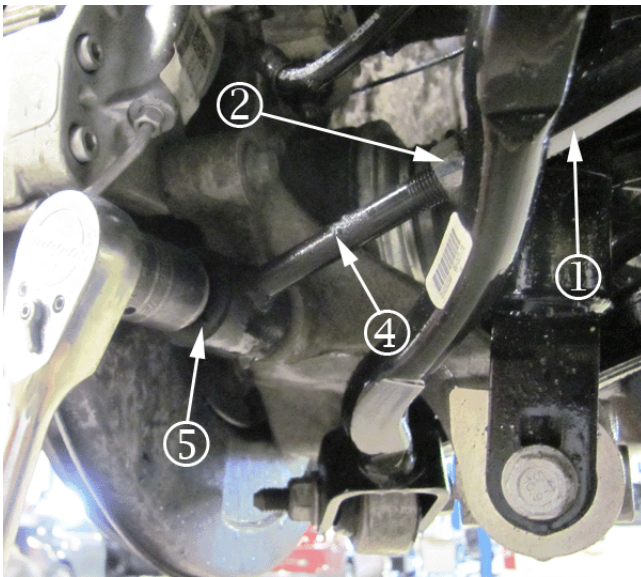
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16. Install the outside toe link rod to the adjustment link.



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17. Adjust the jam nuts and adjustment link so that an equal amount of threads are showing on the inside and outside toe link rods. There should be about 15 mm (19/32 in) showing on the inside and outside toe link rods.



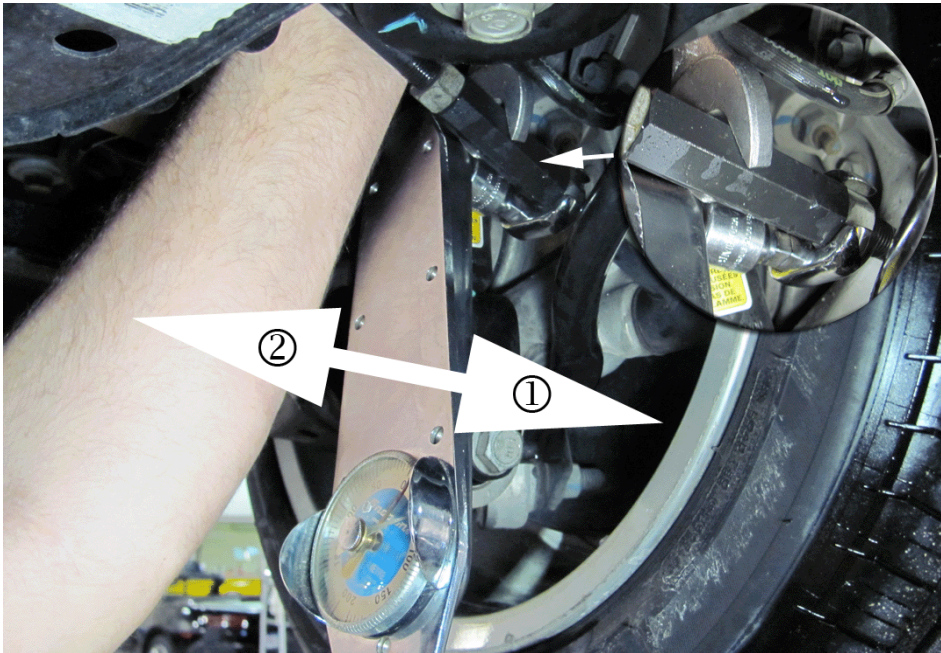
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18. Install the toe link assembly-to-knuckle joint bolt (5), and tighten to **160 N·m (118-lb-ft)**.
19. Tighten the inside and outside jam nuts to **5 N·m (4 lb-ft)**.



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20. Install the left and right rear tire and wheel assembly. Refer to *Tire and Wheel Removal and Installation* in SI.
21. Perform an alignment. Inspect and adjust the toe. Refer to *Rear Toe Adjustment* in SI.



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(1) Direction of tightening force (rearward) on the Driver's Side Rear Suspension Adjustment Link Jam Nuts (2) Direction of tightening force (forward) on the Passenger's Side Rear Suspension Adjustment Link Jam Nuts

Caution: To obtain an accurate torque reading, a torque wrench, 21mm (13/16 in) crows foot wrench, and a 21mm (13/16 in) open end wrench are required. Hold the rear suspension adjustment link with a 21 mm (13/16 in) open end wrench while tightening the jam nuts.

- Apply a rearward (rear of vehicle) tightening force to the torque wrench to properly tighten the jam nuts on the driver's side of the vehicle.
- Apply a forward (front of vehicle) tightening force to the torque wrench to properly tighten the jam nuts on the passenger's side of the vehicle.

Note: Use 90 N·m (66 lb-ft) to tighten the jam nuts. Do NOT use the torque specification provided in *Rear Toe Adjustment* in SI for repaired toe link assemblies.

22. Hold the rear suspension adjustment link with a 21 mm (13/16 in) open end wrench and tighten the jam nuts to **90 N·m (66 lb-ft)**.

Adjust Link Replacement

Refer to *Adjust Link Replacement* in SI for adjust link replacement information.

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 claim using the table below.

Labor Code	Description	Labor Time
V2392	Repair Two Toe Links - No Replacement Req'd.	2.5
V2393	Repair One Toe Link & Replace One Toe Link	2.4
V2394	Replace Both Toe Links	2.4

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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.



March 2011

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2009 and 2010 model year Cadillac CTS 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.

I M P O R T A N T

- Your vehicle is involved in safety recall 11029.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which a wax coating on the rear suspension toe link jam nuts may allow the nut(s) to loosen. If a nut loosens, a metallic clanking noise may be heard coming from the rear of the vehicle. Ignoring this warning could result in a further loosened toe link that could separate, and the rear wheel would be able to turn inboard or outboard. If this were to happen, sudden changes could occur in vehicle handling. The driver may not be able to control the vehicle and a crash could occur without warning.

What will we do?

Your GM dealer will clean all wax residue from the rear suspension toe link assemblies and install two jam new nuts. In some cases, the rear suspension toe link assembly(s) may require replacement. 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 service correction time of approximately 2 hours and 30 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

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	1-866-982-2339	1-800-833-2622
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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>.

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

Jim Moloney
General Director,
Customer and Relationship Services