



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 2, 2014

Mr. Brian Latouf  
Director, Field Product Investigations and Evaluations  
General Motors LLC  
30001 Van Dyke - Mail Code 480-210-2V  
Warren, MI 48090-9055

NVS-215KS  
14V-571

**Subject:** Possible Loose Rear Suspension Toe Adjuster Link

Dear Mr. Latouf:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CADILLAC/SRX/2010-2015  
SAAB/9-4X/2011-2012

**Mfr's Report Date:** September 17, 2014

**NHTSA Campaign Number:** 14V-571

**Components:**

SUSPENSION:REAR

**Potential Number of Units Affected:** 290,241

**Problem Description:**

General Motors LLC (GM) is recalling certain model year 2010-2015 Cadillac SRX vehicles manufactured April 14, 2009, to September 1, 2014, and 2011-2012 Saab 9-4X vehicles manufactured February 1, 2011, to September 13, 2011. On the affected 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 speeds. A loose toe adjuster link may also rust, leading to thread damage and eventual failure. Failure of the toe adjuster link will cause an abrupt change in the vehicle's alignment.

**Consequence:**

Failure of the toe adjuster link could cause a loss of vehicle control, increasing the risk of a crash.

**Remedy:**

GM will notify owners, and dealers will inspect the torque of the left and right rear toe link adjuster lock nuts, and replace the parts if there is evidence of damage or a loose link, free of charge. The recall is expected to begin in early November 2014 and remedy parts, if needed, are expected to be available around the middle of November 2014. Owners may contact Cadillac customer service at 1-800-458-8006 or Saab customer service at 1-800-955-9007. GM's number for this recall is 14457.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).



We have received GM's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian".

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement