

GM CUSTOMER CARE AND AFTERSALES
DCS3347
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 11, 2014

Subject: 14457 - Safety Recall – Stop Delivery Until Completion of Recall
Rear Toe Link Adjuster Lock Nut Torque

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

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Safety Recall 14457 today. The total number of U.S. vehicles involved is approximately 290,000. Please see the attached bulletin for details.

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.

Customer Letter Mailing

The customer letter mailing date has not been determined.

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated September 13, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
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