



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Rear Toe Link Adjuster Lock Nut Torque

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

The Part Information section in this bulletin has been revised. Parts will be pre-shipped to dealers. This bulletin has also been revised to include a copy of the customer letter. Please discard all copies of bulletin 14457.

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.**

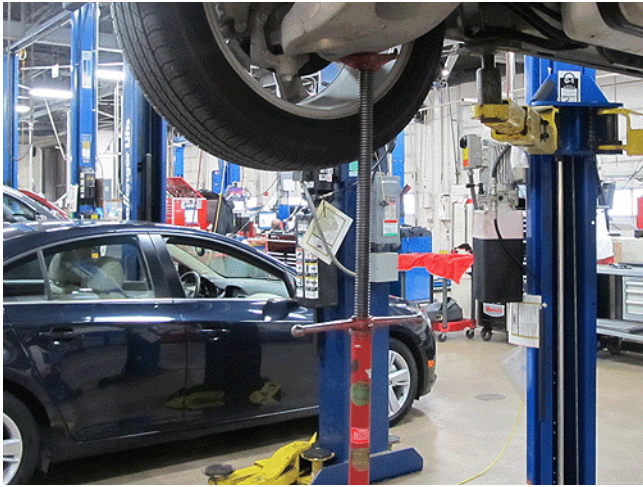
Part Number	Description	Quantity/Vehicle
20867273	LINK, REAR SUSPENSION ADJUSTMENT	1-2 (if Req'd)

## 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 treaded 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:

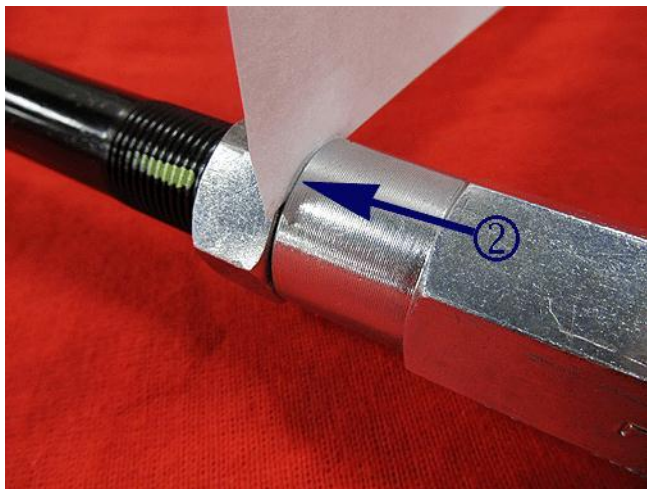


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- Grasp the adjustment collar and push up and pull down firmly, note any movement in the link assembly components (the ends are rubber mounted and will have some movement)



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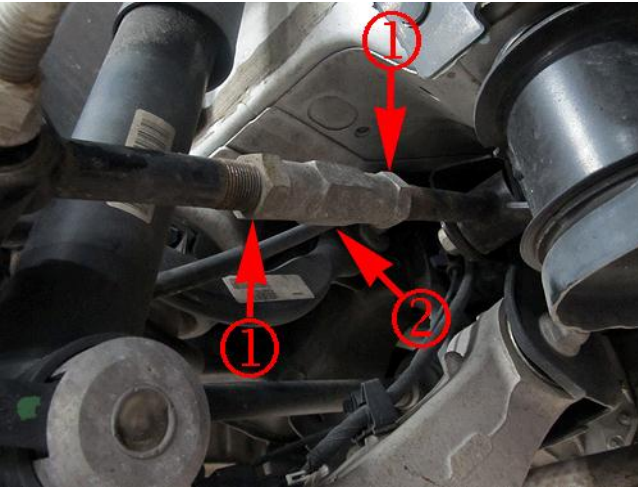
(1) Paper does NOT fit between jam nut and rear suspension adjustment link. (2) Paper fits between jam nut and rear suspension adjustment link.

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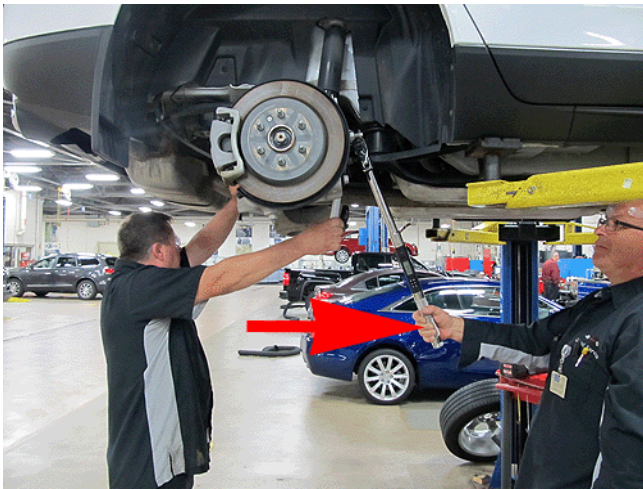
6. Use the following steps to verify the tightness of the adjustment link jam nuts (1) and adjustment collar (2).

- Remove the two jack stands.



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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)**.



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- 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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
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.







# 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