



## VEHICLE SAFETY TEAM

GM Vehicle Safety  
PO Box 3047  
Milwaukee, WI 53201



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99999999999999 [Unique\_ID] [Creative\_Code] CV-011676

[FName] [LName]  
[Business\_Name]  
[Address]  
[Address2]  
[City], [State] [Zip]



PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE  
**PAID**  
GENERAL MOTORS

**Your vehicle has an important safety recall.**

Find out how to schedule your **FREE** recall repair.

**AVISO IMPORTANTE DE LLAMADA A REVISIÓN DE SEGURIDAD DEL AIRBAG [FPO]**

# IMPORTANT

## REAR TOE LINK SAFETY RECALL

This notice applies to your  
[YEAR] [MAKE] [MODEL]

VIN: [VIN]



### IMPORTANT RECALL INFORMATION

Your vehicle has a condition in which the rear suspension toe adjuster link may not be torqued to proper specification. If separation occurs while the vehicle is being driven, it would create sudden vehicle instability, increasing the risk of a crash.



### THE REPAIR IS FREE

GM recall repair service is performed for you at no charge.



### CALL YOUR DEALER

[DEALER\_NAME]  
[DEALER\_NAME]  
[DEALER\_ADDRESS1]  
[DEALER\_ADDRESS1]  
[DEALER\_CITY],  
[DEALER\_STATE\_PROV], [DEALER\_POSTAL\_CODE]  
[DEALER\_SERVICE\_PHONE]

Any Chevrolet, Buick, GMC or Cadillac dealer can assist with your recall.

To find a different dealer, visit  
mycertifiedservice.com/dealer



VEHICLE SAFETY TEAM

Dear [First Name] [Last Name] [Business Name],

We want to help protect your safety. Our records indicate that your vehicle is affected by GM Recall #14457 and the repair has not been completed.

**Please contact your dealer to schedule your FREE recall repair appointment to avoid risk of a potential crash.**

### 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 traveling 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?

Your dealer will replace both right and left rear toe links and perform front and rear toe alignment. Any one of our 4,100+ Chevrolet, Buick, GMC or Cadillac dealers can make this important FREE recall repair. 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.

### WHAT SHOULD YOU DO?

You should contact your preferred dealership to schedule this FREE recall repair. 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 repair, and should not drive the vehicle until the recall repairs have been performed.

### DO YOU HAVE QUESTIONS?

For more information about this important safety recall, enter your VIN at [my.gm.com/recalls](https://my.gm.com/recalls). If you have questions or concerns that your dealer is unable to resolve, please visit [safercar.gov](https://safercar.gov) or call 1-866-467-9700.

***We're here to help.*** Your safety is very important to us. Most dealership service centers will remain open during the developing pandemic and are available to complete your recall repair. Please check with your preferred dealer for specific service hours. **To learn more, visit [gm.com/coronavirus](https://gm.com/coronavirus).**

Sincerely,

Maryann Combs  
Vice President, Global Vehicle Safety