

# Part 573 Safety Recall Report

# 21V-473

**Manufacturer Name :** General Motors, LLC**Submission Date :** JUN 30, 2021**NHTSA Recall No. :** 21V-473**Manufacturer Recall No. :** N212340980**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 380,498

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2010-2016 Cadillac SRX

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to identify potentially affected vehicles.

380,362 Cadillac SRX vehicles are included in this recall.

Production Dates : APR 14, 2009 - JAN 29, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2011-2012 Saab 9-4X

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to identify potentially affected vehicles.

136 Saab 9-4X vehicles are included in this recall.

Production Dates : FEB 01, 2011 - SEP 13, 2011

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

## Description of Defect :

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010 to 2016 model year Cadillac SRX and 2011 to 2012 Saab 9-4x vehicles that may have received improper service requiring adjustment of a rear suspension toe link. In rare cases, dealers or independent repair shops may not have followed GM's published procedures for torquing the jam nut in the toe link adjusters to the proper specification. A loose toe link can cause the vehicle to sway or wander at highway speeds, or allow water or other corrosive elements to enter the threads within the adjuster.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a toe link is improperly adjusted, corrosion combined with vehicle motion may eventually cause the threads within the link to wear and loosen. In very rare cases with continued use, the link could separate. Separation while the vehicle is being driven increases the risk of a crash.

Description of the Cause : Dealers and independent repair shops may not have followed GM's published service procedures for properly torquing the toe link adjuster.

Identification of Any Warning that can Occur : Warnings may include:

- Service Traction Control message
- Service Stabilitrak message
- Stabilitrak malfunction indicator lamp (MIL) stays on or flashes intermittently
- Service Rear Axle message
- Chimes in combination with any of these messages or MILs
- Sway or wander while driving
- Loud metallic or other unusual noise from the rear suspension
- Off-center steering wheel
- Uneven wear between the rear tires

A customer who experiences these warnings should have the vehicle towed to a GM dealership and should not drive the vehicle until it is inspected by a GM dealer.

## Involved Components :

Component Name 1 : LINK ASM RR SUSP ADJ

Component Description : Adjustable Rear Suspension Toe Link

Component Part Number : 20867273

## Supplier Identification :

### Component Manufacturer

Name : Tuopu North America Limited  
Address : 821 Brock Road South, Unit #5  
Pickering, Ontario Foreign States  
Country : Canada

## Chronology :

See attachment for chronology revision

## Description of Remedy :

Description of Remedy Program : Dealers will replace the adjustable toe link with a design that prevents adjustment.  
Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 12, 2021.

How Remedy Component Differs from Recalled Component : The remedy for this recall will prevent adjustment of the rear toe links, eliminating the risk of improper torque being applied to the adjuster.

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified on June 24, 2021. Interim customer notification is estimated to begin on August 9, 2021. GM will provide estimated customer notification dates for the final remedy when available.  
Planned Dealer Notification Date : JUN 24, 2021 - JUN 24, 2021  
Planned Owner Notification Date : AUG 09, 2021 - AUG 09, 2021

\* NR - Not Reported