

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5946
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 5, 2021

Subject: REVISION: N212340980-01 – Safety Recall
Rear Toe Link Separation
Revised Parts, Warranty, Service Procedure

Models: 2010-2016 Cadillac SRX
2011-2012 Saab 9-4x

To: All General Motors Dealers

This bulletin has been revised in the parts, warranty, and service procedure sections. The NEW requirement information for recording the serial number for replacement part # 85575854 (over-mold rear suspension link assembly) has also been added to this bulletin. Please discard all previous copies of N212340980.

Important Reminders

Part # 85575854 Rear Suspension Link Assembly is in very limited supply and will be replaced by a new service part in the very near future. DO NOT order this part for shelf stock in your inventory, this is a field fix part for customer-owned vehicles only at this time. These parts should be only utilized for customers who have experienced one or more of the described warning signs relating to the loose toe link condition, or whose vehicle is otherwise determined to have the condition.

Involved vehicles in used dealer inventory should remain on stop delivery until the new service part (solid link) is released.

Saab vehicles should be repaired by the GM dealer under this recall. Use the appropriate model year Cadillac SRX repair procedure and specifications. They will not be serviced at official Saab Service Centers.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the solid link service part is released. Until the solid link service part is available, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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