

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5959
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 11, 2021

Subject: REVISION: Safety Recall - N212340980-02
Rear Toe Link Separation
Revised Parts, Warranty, Service Procedure and Customer Letter
Added

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 and the customer letter has been added. Please discard all previous copies of N212340980.

Important Reminders

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 an updated 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.

Customer Letter Mailing

The customer letter mailing will begin in mid-October 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 11, 2021.

The IVH status of included vehicles will be updated to "Open" status. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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