

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5887
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 04, 2021

Subject: Safety Recall - N212340980
Rear Toe Link Separation

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

To: All General Motors Dealers

General Motors is releasing Safety Recall N212340980 today. The total number of U.S. vehicles involved is approximately 381,998. Please see the attached bulletin for details.

IMPORTANT NOTE ON PARTS SUPPLY AND USAGE:

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.

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 flat towed to a GM dealership and should not drive the vehicle until it is inspected by a GM dealer.

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

Saab vehicles should be repaired by the GM dealer under this recall. 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.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 05, 2021 or sooner.

The IVH status of included vehicles will be updated to “Incomplete-Limited or No Parts” status. Please hold all warranty transactions until IVH has been updated.

A warranty claim can be submitted, and the recall can be closed while the included VIN is in “Incomplete-Limited or No Parts” status once the service procedure in this bulletin is completed.

END OF MESSAGE

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