

IMPORTANT SAFETY RECALL

October 2021

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

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. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N212340980.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles may have received improper service requiring adjustment of a rear suspension toe link. 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. If a toe link is improperly adjusted, corrosion combined with vehicle motion may cause the threads within the link to wear and loosen. With continued use, the link could separate. Separation while the vehicle is being driven increases the risk of a crash.

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.

What will we do?

Your GM dealer will replace the adjustable toe link with a design that prevents adjustment. This service will be performed for you at **no charge**. 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 GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Cadillac | 1-800-333-4223 | 1-800-833-2622 |
| Puerto Rico – English | 1-800-496-9992 | |
| Puerto Rico – Español | 1-800-496-9993 | |
| Virgin Islands | 1-800-496-9994 | |

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V473.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
GM Recall: N212340980