

Product Safety Recall

N212340980 Rear Toe Link Separation



Release Date: October 2021
Revision Description: 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.
Revision: 02

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery June 24, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in used dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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.

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**

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.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	SRX	2010	2016		
Saab	9-4x	2011	2012		

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	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. These vehicles 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. 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.
Correction	Dealers will replace the adjustable toe link with a design that prevents adjustment.

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Parts

Quantity	Part Name	Part No.
2	Link Assembly – Rear Susp. (Over - Mold)	85575854*
- OR -		
2	Link Assembly - Rear Susp. (Solid Link)	85571873

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Order parts on a CSO = Customer Special Order only. DRO’s may be cancelled.

Note: * The over-mold link assembly part number 85575854 must ONLY be submitted with labor code (9105592) AND with job card date of October 6, 2021 or later to avoid claim rejection. Vehicles repaired with the over -mold link assembly part number MUST have the serial number recorded for both left AND right-side toe link replacements when submitting the claim. Vehicles repaired with part number 85571873 do not require recording of the serial number when submitting the claim.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105592*	Install Left and Right Rear OVER-MOLD Suspension Links (includes front and rear toe alignment)	1.9	ZFAT	N/A
9105993	Install Left and Right Rear SOLID LINK Suspension Links (includes front and rear toe alignment)	1.9	ZFAT	N/A
9105869	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZFAT	**
9105870	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***
9105994	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	****

Note: To avoid having to “H” route the customer reimbursement/WCAP transaction for approval, it must be submitted prior to the repair transaction.

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800074, provided in the dealer message sent on July 13, 2021 (USA) or July 8, 2021 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

**** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (June 24, 2021) to the date the inspection or repair closed the recall bulletin (not to exceed 101 days).

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Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2010 Cadillac SRX	\$2.53	\$4.58
2011 Cadillac SRX	\$3.30	\$5.88
2012 Cadillac SRX	\$4.19	\$5.08
2013 Cadillac SRX	\$5.08	\$6.00
2014 Cadillac SRX	\$6.11	\$7.02
2015 Cadillac SRX	\$7.02	\$8.06
2016 Cadillac SRX	\$8.32	\$9.33
2011 Saab 9-4x	\$4.31	\$5.88
2012 Saab 9-4x	\$5.15	\$N/A

Serial Number Recording for Rear Over-Mold Suspension Link Assembly Replacements ONLY:

Labour Time [\[Top\]](#)

Labour Operation Code: _____

Module Replacement _____

Additional labour op code information: Serial Number:

Base Labour Time:

Set Up Time: Additional Time: Paint Mix Time:

Administration Time: Diagnosis Time:

Other Labor Operation Code: Other Labour Time: + -

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Pricing Requested [\[Top\]](#)

Labour	to be calculated
Parts	to be calculated
Parts Handling	to be calculated
Net Item Total	to be calculated
Taxes - Labour	to be calculated
Taxes - Parts	to be calculated
Taxes - Net Items	to be calculated
Taxes - Deductible	to be calculated
Taxes Total	\$ <input type="text"/>
Customer/Service Agent Participation Amount	<input type="text"/>
Transaction Total (USD)	to be calculated

Authorization/Comments Section [\[Top\]](#)

General Comments

Comments

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IMPORTANT: * (TECHNICIAN and WARRANTY ADMINISTRATOR) REQUIREMENT FOR THE REPLACEMENT OVER-MOLD LINK ASSEMBLY. The replacement over-mold link assembly serial number must be captured by the technician and recorded on the job card. The Warranty Administrator MUST enter the replacement over-mold link assembly serial number in GWM (Global Warranty Management) or in DMS (Dealer Management System) for BOTH left and right-side toe links. Enter the first serial number of the replacement left side toe link in the 'Labor Operation

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Dependency Code' field (1) per the screen above. Place the second serial number of the right-side toe link in the 'General Comments' comments section. Failure to enter these serial numbers will cause the claim to reject.

** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.



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Over-mold service part



5903821

Solid link service part

IMPORTANT: The new rear suspension links are non-adjustable. Rear toe adjustment is to be accomplished using the camber adjustment. Please refer to the revised rear alignment specifications provided in the service procedure below. There are two types of service parts that are approved for this repair. The over-mold part and the solid link part both perform and function the same, only the manufacturing processes differ. They must be installed in pairs, do not mix the over-mold and solid link service parts on the same vehicle.

Service Procedure

1. Remove and discard the left and right rear suspension adjust links. Refer to *Adjust Link Replacement* in SI.

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NOTE: If there are any illegible digits on the serial number, place an "x" in its place.

2. If installing the over-mold part, record the serial numbers from BOTH new suspension links on the job card (not required for the solid link service part).



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3. Install the new left and right rear suspension links. Refer to *Adjust Link Replacement* in SI (NOTE: over-mold service part shown, solid link part installation is the same).
4. Set the Front and Rear Alignment, refer to *Wheel Alignment - Steering Wheel Angle and/or Front Toe Adjustment and Rear Camber Adjustment* in SI.

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Revised Rear Alignment Settings

REAR SUSPENSION WHEEL ALIGNMENT							
SERVICE "AT CURB"							
MODEL	GVWR (SUSPENSION)	RESTRICTIONS	CAMBER +/- 1.10 Deg.		CROSS CAMBER (LEFT-RIGHT) N/R	SUM TOE (LEFT+RIGHT) +/- 0.2 Deg.	THRUST ANGLE (L-R) /2 +/- 0.3 Deg.
			L	R			
			SPEC	SPEC	SPEC	SPEC	SPEC
SRX 9-4x	All RPO's	NONE	-1.10	-1.10	N/R	0.2	0.0

NOTE: N/R= Not Required

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply

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to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at any time to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



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.

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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