



# IMPORTANT SAFETY RECALL

September 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 2013 model year Buick LaCrosse, Regal, and Chevrolet Malibu vehicles that were ever registered in Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, or Wisconsin (collectively, "Corrosion States"). 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 N212330130.

### Why is your vehicle being recalled?

These vehicles may have rear toe links that received excessive electrocoating (e-coat) corrosion protection, which could cause the e-coat to become brittle and break away when contacted by road debris. Over time, the e-coat may chip away, exposing the metal toe link and making it more susceptible to corrosion. Corrosion may eventually cause the toe link to thin and ultimately to fracture. A rear toe link fracture may reduce the ability to control the vehicle, increasing the risk of a crash.

### What will we do?

**Parts to repair your vehicle are not currently available**, but when parts are available, your GM dealer will replace rear suspension toe links and adjuster fasteners. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at: <https://my.gm.com/recalls>. If you have already paid for repairs for this condition, you may submit those charges using the reimbursement request form that will be provided with the next letter.

**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)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
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 21V633.

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 Carto  
Vice President  
Global Vehicle Safety and Systems

GM Recall: N212330130