Frequently Asked Questions (FAQs) for Safety Recall N212340980
Rear Toe Link Separation

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?
A1) Certain 2010 to 2016 model year Cadillac SRX and 2011 to 2012 Saab 9-4x vehicles.

Q2) What is the issue or condition?
A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?
A3) 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.

Q4) What is the remedy/repair?
A4) Dealers will replace the adjustable toe link with a design that prevents adjustment.

Q5) What is the safety risk? Is the vehicle safe to drive?
A5) 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.

Q6) Does the customer have to pay for this remedy/repair?
A6) No, this repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?
A7) Yes, however at this time the parts supply is very limited. Service parts should be utilized for customers who are concerned about the safety of their vehicle and contact dealers seeking immediate repair. Customers will be receiving the official notification via mailed letter and that notification will provide instructions to customers.

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Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers. **A customer who experiences warning signs listed in A3 should have the vehicle flat towed to a GM dealership and should not drive the vehicle until it is inspected by a GM dealer.**

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at https://my.gm.com/recalls or via NHTSA's website at https://vinrcl.safercar.gov/vin/.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.