



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 22, 2020

Ms. Regina Carto  
Executive Director - Global Safety Field Investigations & Regulatory  
General Motors, LLC  
GM Global Tech Center  
29247 Louis Chevrolet Rd, Floor 2  
Warren, MI 48093

NEF-150DM  
20V-764

**Subject:** Rear Toe Links May Fracture

Dear Ms. Carto:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

BUICK/LACROSSE/2010-2013  
BUICK/REGAL/2012-2013  
CHEVROLET/MALIBU/2013

**Mfr's Report Date:** December 21, 2020

**NHTSA Campaign Number:** 20V-764

**Components:**

SUSPENSION:REAR

**Potential Number of Units Affected:** 213,128

**Problem Description:**

General Motors, LLC (GM) is recalling certain 2012-2013 Buick Regal, 2013 Chevrolet Malibu, and 2010-2013 Buick Lacrosse vehicles sold or 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. 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.

**Consequence:**

A rear toe link fracture may reduce the driver's ability to control the vehicle, increasing the risk of a crash.

**Remedy:**

GM will notify owners, and dealers will replace the rear suspension toe links and adjuster fasteners free of charge. Parts are not currently available. Owners will be mailed an interim notification on February 15, 2021. A second notification will be mailed when parts are available, currently expected to be around March 15, 2021. Owners may contact Buick customer service at 1-800-521-7300 or Chevrolet customer service at 1-800-222-1020. GM's number for this recall is N202308930.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement