

GM CUSTOMER CARE AND AFTERSALES  
DCS2778  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 22, 2012

Subject: Safety Recalls 12081 and 12133  
Oil Spills or Leaks onto Hot Surfaces - Modify Engine Shield  
Potential Missing Welds in Rear Compartment

Models: 2011-2012 Chevrolet Cruze

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts  
Manager, New Vehicle Sales Manager, Used Vehicle Sales  
Manager and Warranty Administrator

General Motors is announcing two safety recalls today. Both recalls involve certain 2011 and 2012 model year Chevrolet Cruze vehicles.

**Safety Recall 12081 - Oil Spills or Leaks onto Hot Surfaces - Modify Engine Shield**  
Improper engine oil change procedures on these vehicles can result in the spilling or dripping of oil. If oil contacts hot engine or exhaust system surfaces, and the engine shield, the shield may ignite and burn, resulting in a possible engine compartment fire.

In addition, on manual transmission vehicles, continuing to drive with a completely worn clutch may cause hydraulic fluid to be expelled from the clutch housing vent hole. Under certain circumstances, the fluid could be burning as it exits the vent hole. If the burning fluid contacts the engine shield, the shield may ignite and burn, resulting in a possible engine compartment fire.

To correct this condition, dealers are to modify the engine shield to prevent fluid from contacting the shield. Also, on vehicles with a manual transmission, dealers are to apply a protective tape to the electronic power steering wire harness.

The total number of U. S. vehicles involved is 413,148. Of these, 52,239 vehicles are also involved in Safety Recall 12133. Please see the attached bulletin for details.

**Safety Recall 12133 - Potential Missing Welds in Rear Compartment**  
Welds may have been omitted that affect the fuel tank strap secondary bracket attachments. With this condition, the Cruze meets all federal safety requirements but failed an internal GM test requirement. Certain severe side impact crashes could result in fuel leakage.

To correct this condition, dealers are to inspect for missing welds. If the vehicle is missing welds, dealers are to secure the bracket attachments with fasteners.

A total of 52,239 U. S. vehicles will require inspection; however, only 249 vehicles globally will require repair. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing for both recalls will begin in mid July. For those vehicles that are involved in both recalls, a single letter will be used to notify customers. Dealers should confirm vehicle involvement via the Investigate Vehicle History screen in the Global Warranty Management system prior to beginning either service procedure.

**Global Warranty Management**

The Investigate Vehicle History screen in the Global Warranty Management system will be updated on June 22nd for recall 12081 and June 23rd for recall 12133. The attached list provides the Vehicle Identification Number of each vehicle involved in recall 12133. It is sorted by dealer Business Associate Code for immediate reference.

**Campaign Initiation Detail Report**

A Campaign Initiation Detail Report for recall 12081 will be available on June 22, 2012.

A Campaign Initiation Detail Report for recall 12133 will be available in early July.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

[12081 bulletin.pdf](#) Acrobat PDF (866.7KB)

12081 bulletin

[12133 bulletin.pdf](#) Acrobat PDF (1.899MB)

12133 bulletin

[12133 Involved VINs.pdf](#) Acrobat PDF (1.339MB)

12133 Involved VINs



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Oil Spills or Leaks onto Hot Surfaces – Modify Engine Shield

**MODELS:** 2011-2012 Chevrolet Cruze

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2011 and 2012 model year Chevrolet Cruze vehicles. Improper engine oil change procedures on these vehicles can result in the spilling or dripping of oil. If oil contacts hot engine or exhaust system surfaces, and the engine shield, the shield may ignite and burn, resulting in a possible engine compartment fire.

In addition, on manual transmission vehicles, continuing to drive with a completely worn clutch may cause hydraulic fluid to be expelled from the clutch housing vent hole. Under certain circumstances, the fluid could be burning as it exits the vent hole. If the burning fluid contacts the engine shield, the shield may ignite and burn, resulting in a possible engine compartment fire.

### CORRECTION

Dealers are to modify the engine shield to prevent fluid from contacting the shield. On vehicles with a manual transmission, dealers are to also apply a protective tape to the electronic power steering wire harness.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

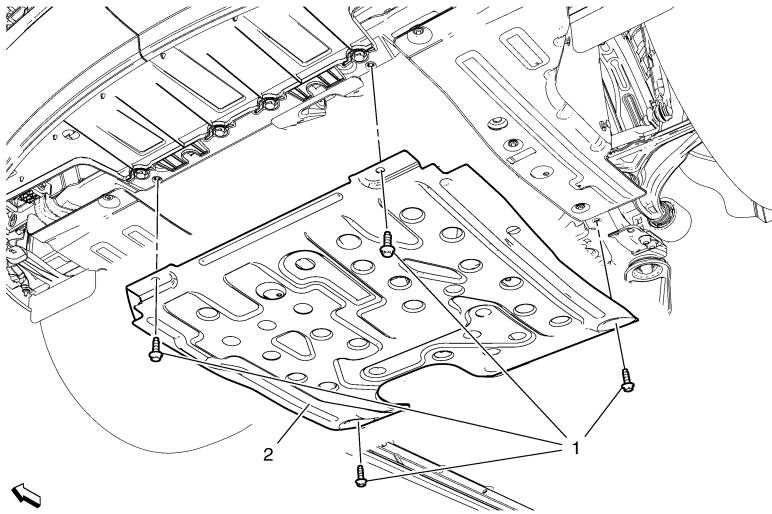
**Vehicles with Automatic Transmission:** No parts are required.

**Vehicles with Manual Transmission:** Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

| Part Number | Description   | Quantity/Vehicle          |
|-------------|---|---------------------------|
| 10184916    | TAPE, INSULATING (20'X2" ROLL)<br>(manual vehicles only) (will service 12 vehicles) | 1<br>(submit as Net Item) |
| 19130464    | STRAP,WRG HARN<br>(manual vehicles only, if required)                               | 1-6<br>(If Req'd)         |

### SERVICE PROCEDURE

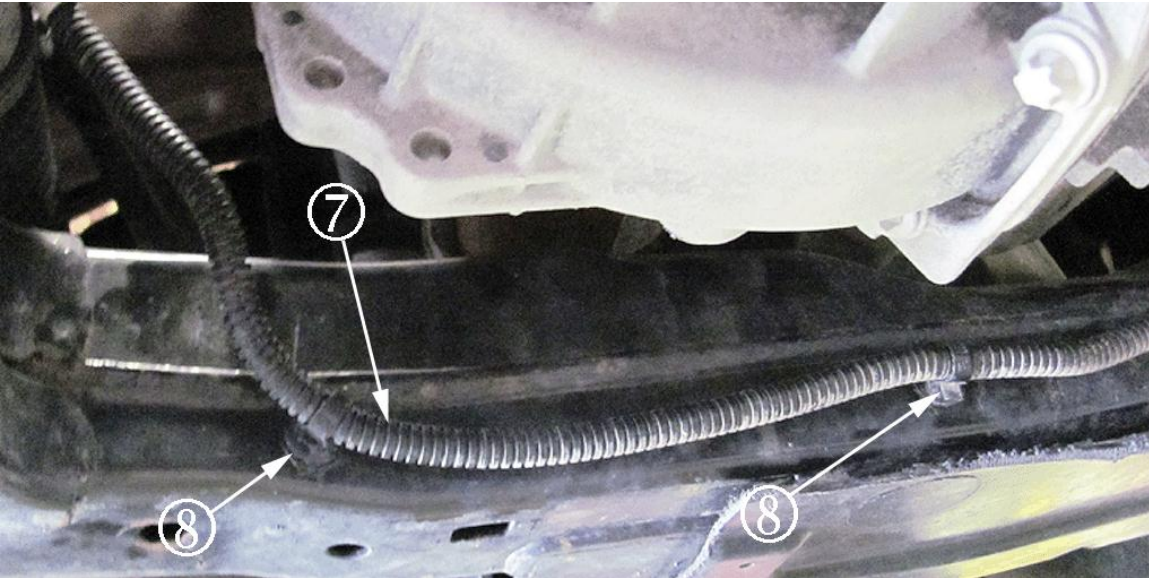
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



2190269

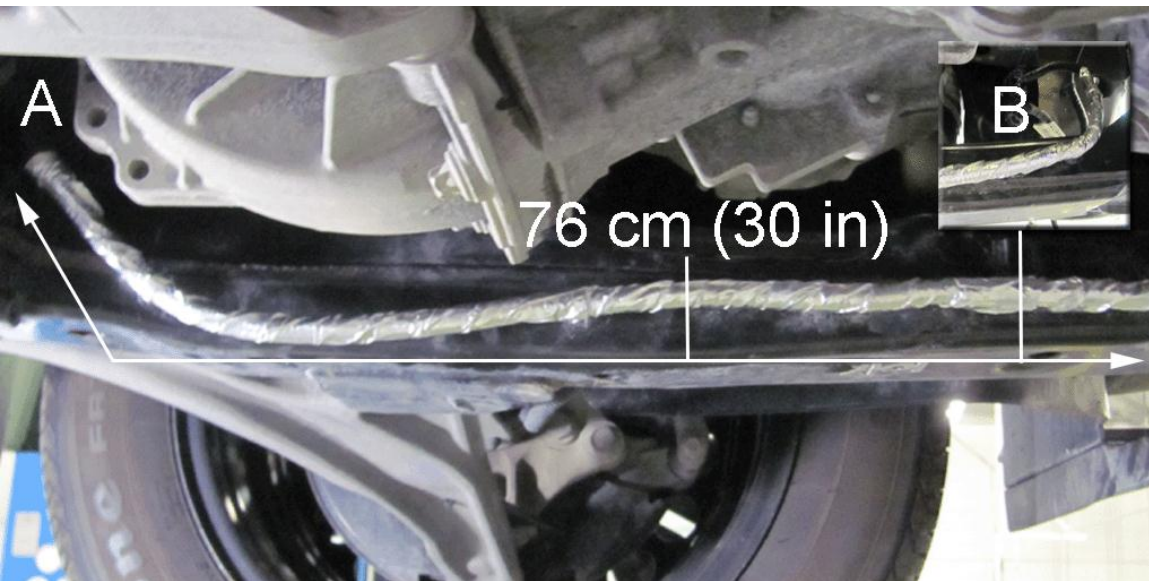
2. Remove the engine shield from the vehicle. Refer to *Engine Shield Replacement* in SI.
3. Place the engine shield on a work bench.

4. Determine if the vehicle is equipped with a manual transmission.
  - If the vehicle is equipped with a manual transmission, proceed to Step 5.
  - If the vehicle is equipped with an automatic transmission, proceed to Step 9.



2863981

5. Locate the wire harness (7) along the driver side frame rail.
6. Remove wire harness retainers (8).

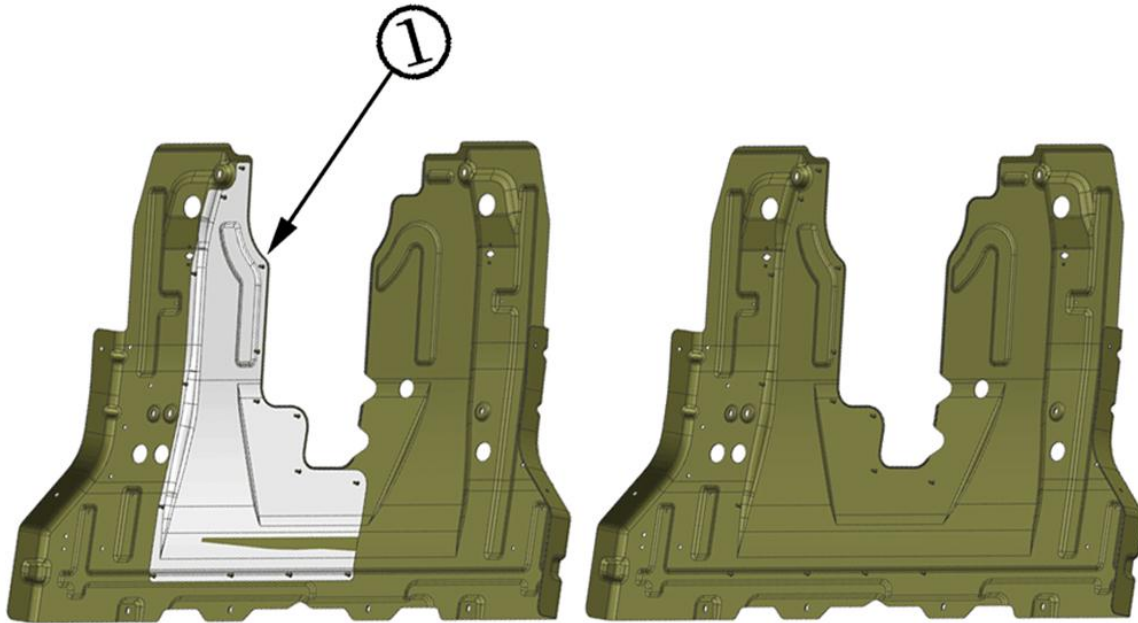


2863987

7. Wrap the wire harness with tape, P/N 10184916. Begin wrapping the tape, P/N 10184916, at the rear portion of the wire harness (A) and finish wrapping the tape at the front portion of the wire harness (B). About a 76 cm (30 in) section of the wire harness must be taped.
8. Install wire harness retainers. If required, replace loose fitting or broken wire harness retainers with new wire harness retainers, P/N 19130464.

**Note:** Use a reciprocating saw (Sawzall) or equivalent to cut the engine shield.

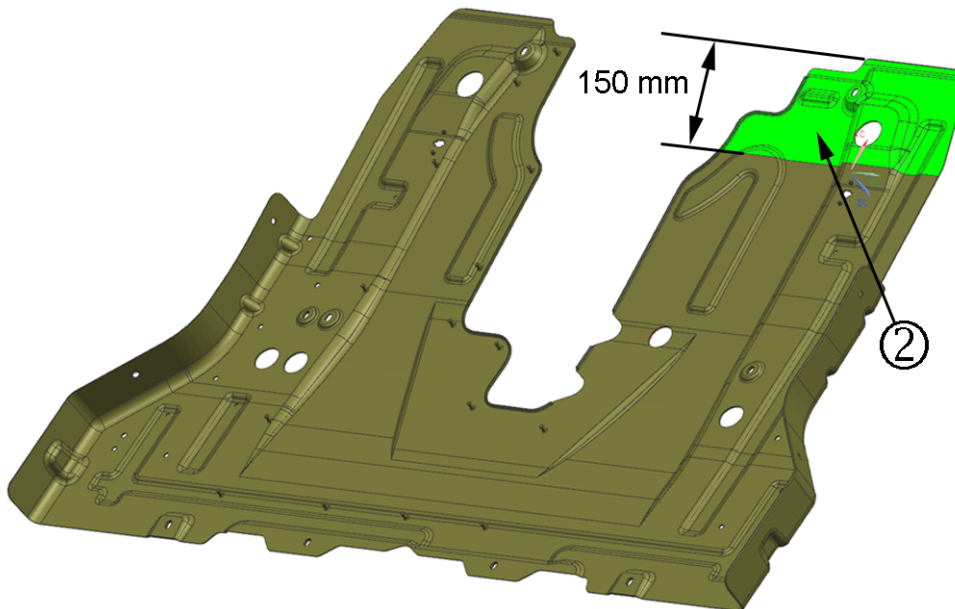
9. Modify the engine shield.



2863904

**Warning:** Carefully remove the foil with gloves and pry tool to avoid cutting your hands.

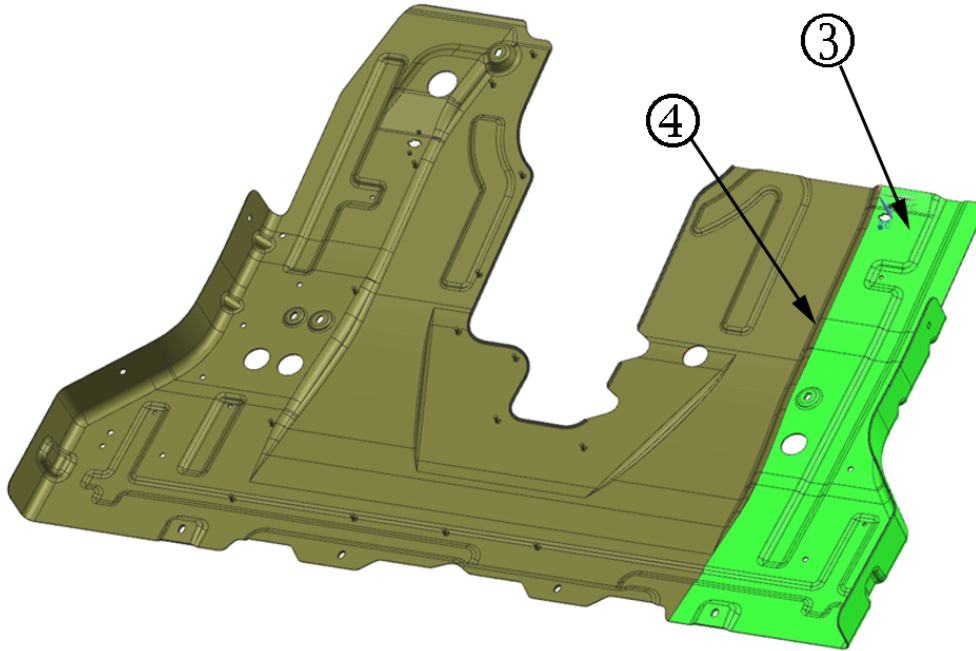
9.1 Remove the foil (1) from engine shield. Discard the foil.



2863922

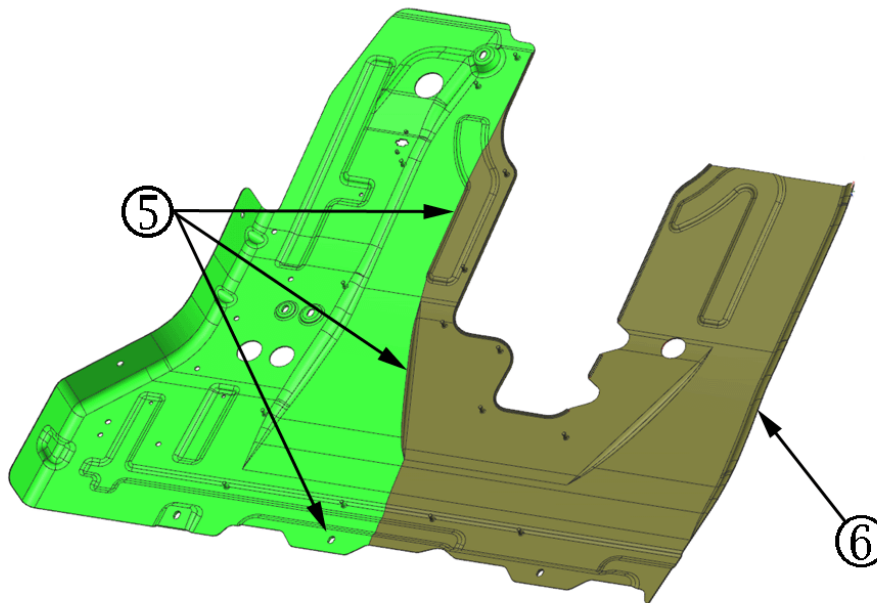
9.2 Using a Sawzall or equivalent, remove 150mm (5.9 in) from the left side of the engine shield. Refer to the light green portion (2) of the engine shield in the illustration.





2863937

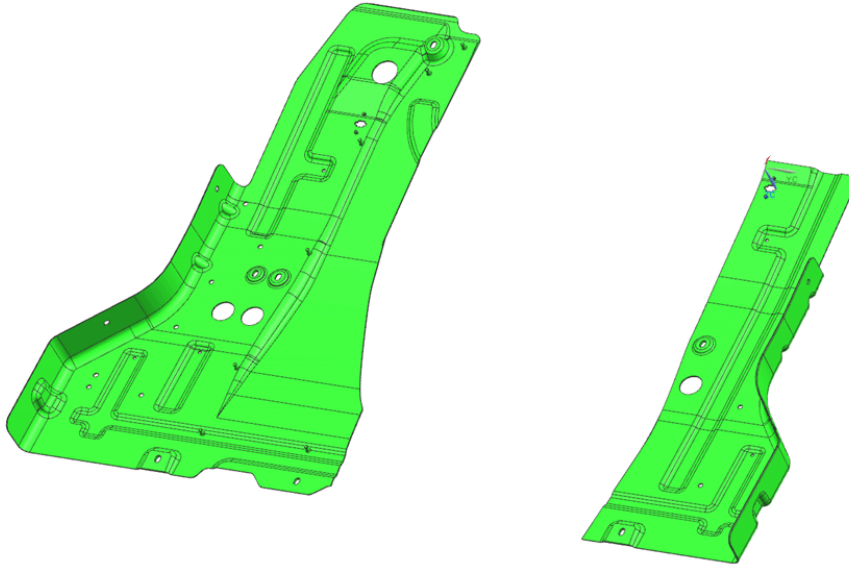
9.3 Using a Sawzall or equivalent, cut the left side of the engine shield (3). Cut the engine shield along the feature line (4) from front to rear. Refer to illustration.



2863963

9.4 Using a Sawzall or equivalent, cut the engine shield on the right side along the two feature lines (5) then just the left of the inboard hole (5). Refer to illustration.

9.5 Discard the dark green portion of the engine shield (6).



2863973

9.6 Install the two remaining engine shield pieces onto the vehicle.

10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

**COURTESY TRANSPORTATION** – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

| <b>Labor Code</b> | <b>Description</b>  | <b>Labor Time</b> | <b>Net Item</b> |
|-------------------|---|-------------------|-----------------|
| V2601             | Engine Shield Modification (automatic transmission)                 | 0.5               | N/A             |
| V2602             | Engine Shield Modification (inc harness wrap) (manual transmission) | 0.6               | *               |

\* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A dealer net price for insulating tape needed to perform the required repairs, not to exceed \$6.34 USD, \$6.97 CAD, plus applicable Mark-Up or Landed Cost (for Export).



**CUSTOMER NOTIFICATION** – For US and Canada

General Motors will notify customers of this recall on their vehicle.

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

**DEALER RECALL RESPONSIBILITY** – For US and Export (US States, Territories, and Possessions)

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 RECALL RESPONSIBILITY** – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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. 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES DCS2781  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 27, 2012

Subject: 12081A - Safety Recall  
Oil Spills or Leaks onto Hot Surfaces - Modify Engine Shield  
Customer Letter Added

Models: 2011-2012 Chevrolet Cruze

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager,  
Parts Manager, New Vehicle Sales Manager,  
Used Vehicle Sales Manager, and Warranty Administrator

Bulletin 12081A has been revised to include a copy of the customer letter. Please discard all copies of bulletin 12081, issued June 2012.

Customer Letter Mailing  
The customer letter mailing will begin on July 10, 2012.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

[12081A bulletin.pdf](#) Acrobat PDF (893.3KB)



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT: Oil Spills or Leaks onto Hot Surfaces – Modify Engine Shield**

**MODELS: 2011-2012 Chevrolet Cruze**

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 12081, issued June 2012.

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2011 and 2012 model year Chevrolet Cruze vehicles. Improper engine oil change procedures on these vehicles can result in the spilling or dripping of oil. If oil contacts hot engine or exhaust system surfaces, and the engine shield, the shield may ignite and burn, resulting in a possible engine compartment fire.

In addition, on manual transmission vehicles, continuing to drive with a completely worn clutch may cause hydraulic fluid to be expelled from the clutch housing vent hole. Under certain circumstances, the fluid could be burning as it exits the vent hole. If the burning fluid contacts the engine shield, the shield may ignite and burn, resulting in a possible engine compartment fire.

### CORRECTION

Dealers are to modify the engine shield to prevent fluid from contacting the shield. Also, on vehicles with a manual transmission, dealers are to apply a protective tape to the electronic power steering wire harness.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared

and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

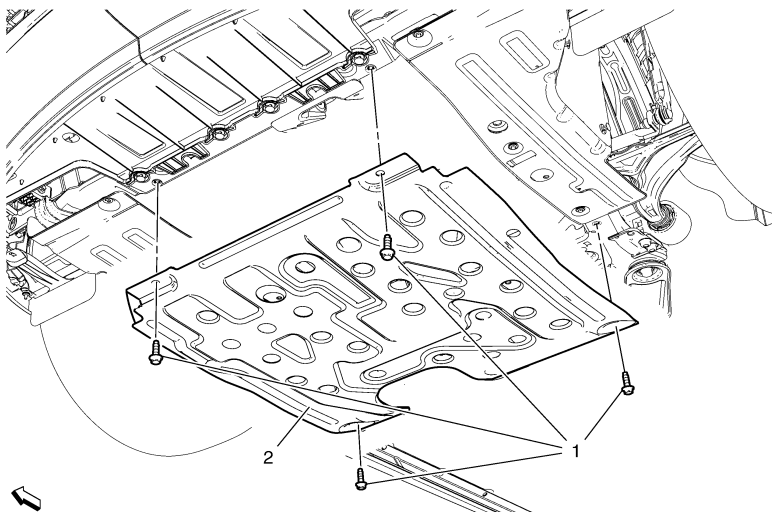
**Vehicles with Automatic Transmission:** No parts are required.

**Vehicles with Manual Transmission:** Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

| Part Number | Description   | Quantity/Vehicle          |
|-------------|---|---------------------------|
| 10184916    | TAPE, INSULATING (20'X2" ROLL)<br>(manual vehicles only) (will service 12 vehicles) | 1<br>(submit as Net Item) |
| 19130464    | STRAP, WRG HARN<br>(manual vehicles only, if required)                              | 1-6<br>(If Req'd)         |

### SERVICE PROCEDURE

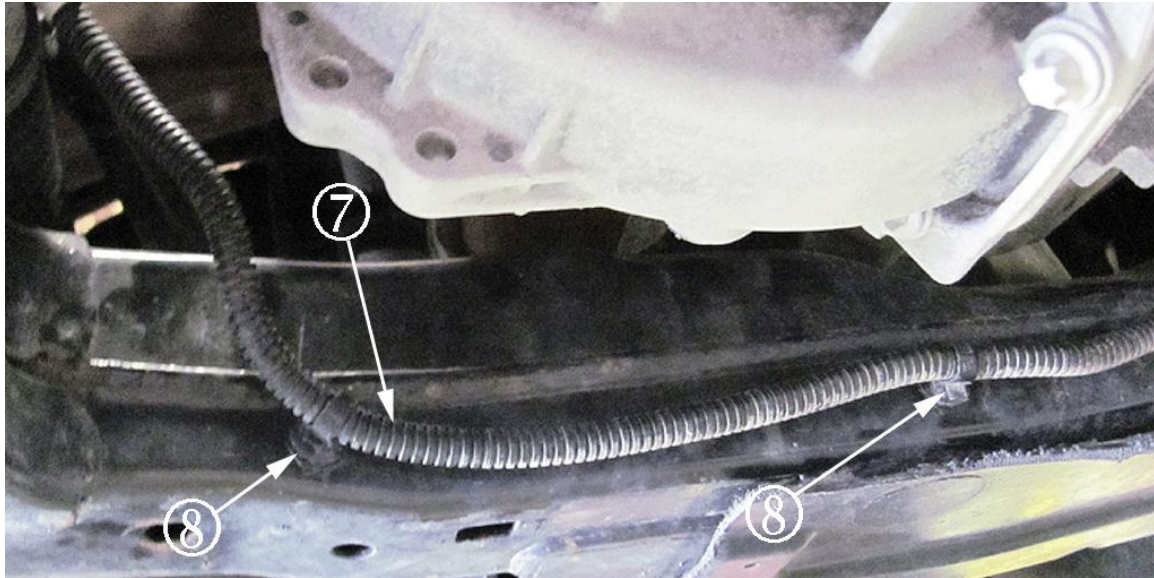
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



2190269

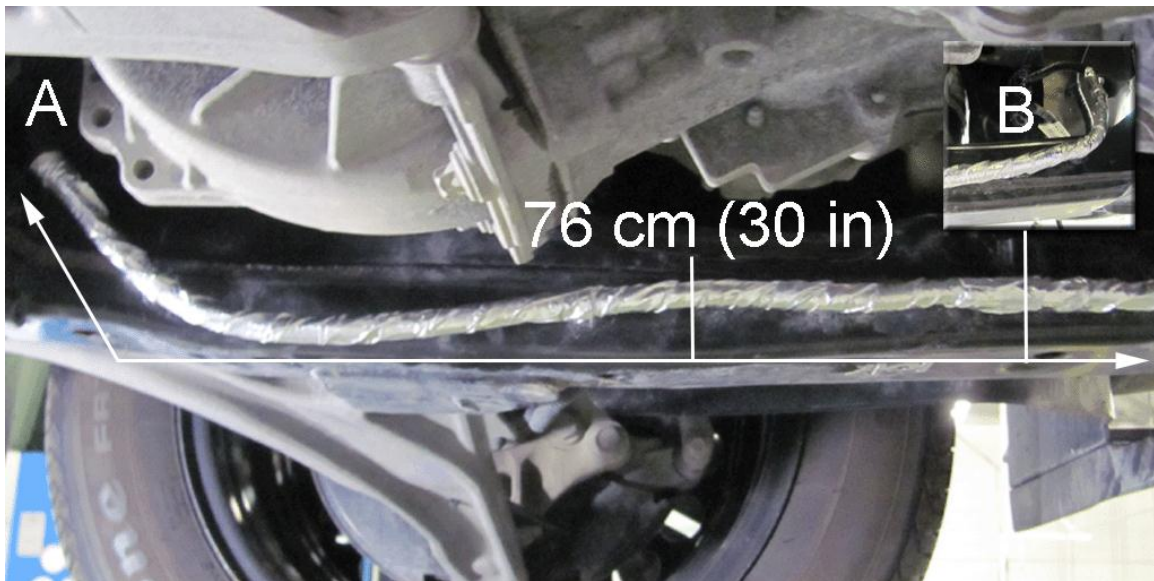
2. Remove the engine shield from the vehicle. Refer to *Engine Shield Replacement* in SI.
3. Place the engine shield on a work bench.

4. Determine if the vehicle is equipped with a manual transmission.
  - If the vehicle is equipped with a manual transmission, proceed to Step 5.
  - If the vehicle is equipped with an automatic transmission, proceed to Step 9.



2863981

5. Locate the wire harness (7) along the driver side frame rail.
6. Remove wire harness retainers (8).

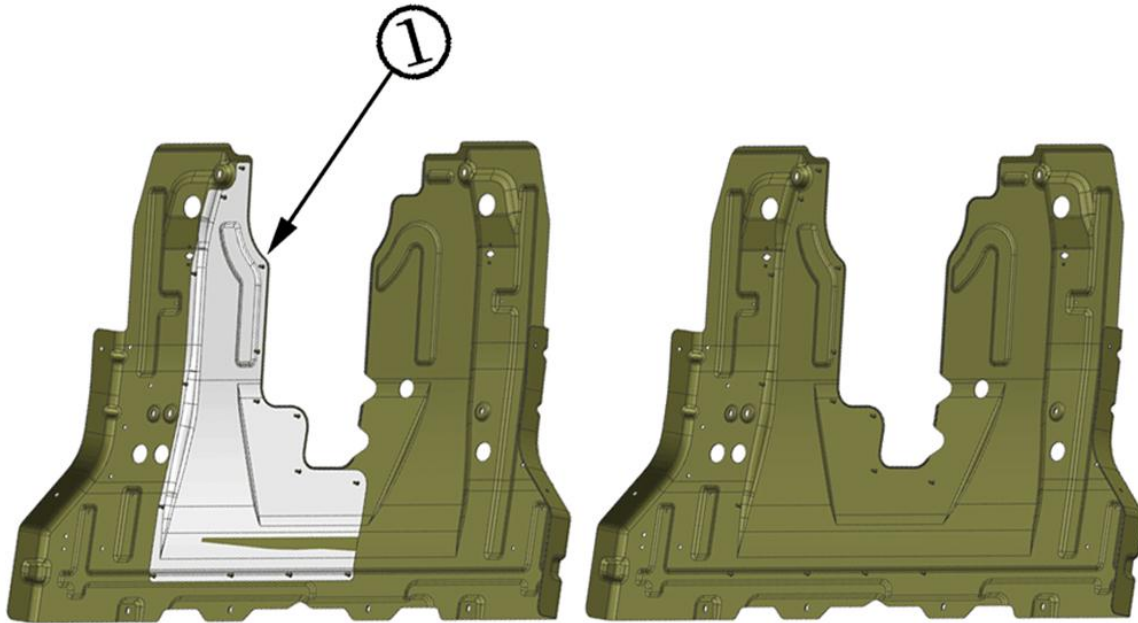


2863987

7. Wrap the wire harness with tape, P/N 10184916. Begin wrapping the tape, P/N 10184916, at the rear portion of the wire harness (A) and finish wrapping the tape at the front portion of the wire harness (B). About a 76 cm (30 in) section of the wire harness must be taped.
8. Install wire harness retainers. If required, replace loose fitting or broken wire harness retainers with new wire harness retainers, P/N 19130464.

**Note:** Use a reciprocating saw (Sawzall) or equivalent to cut the engine shield.

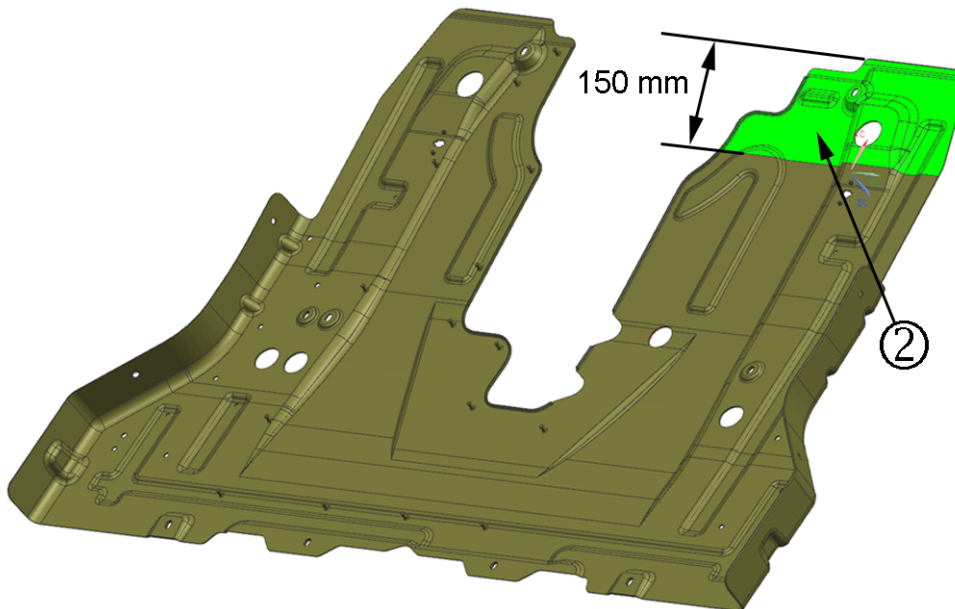
9. Modify the engine shield.



2863904

**Warning:** Carefully remove the foil with gloves and pry tool to avoid cutting your hands.

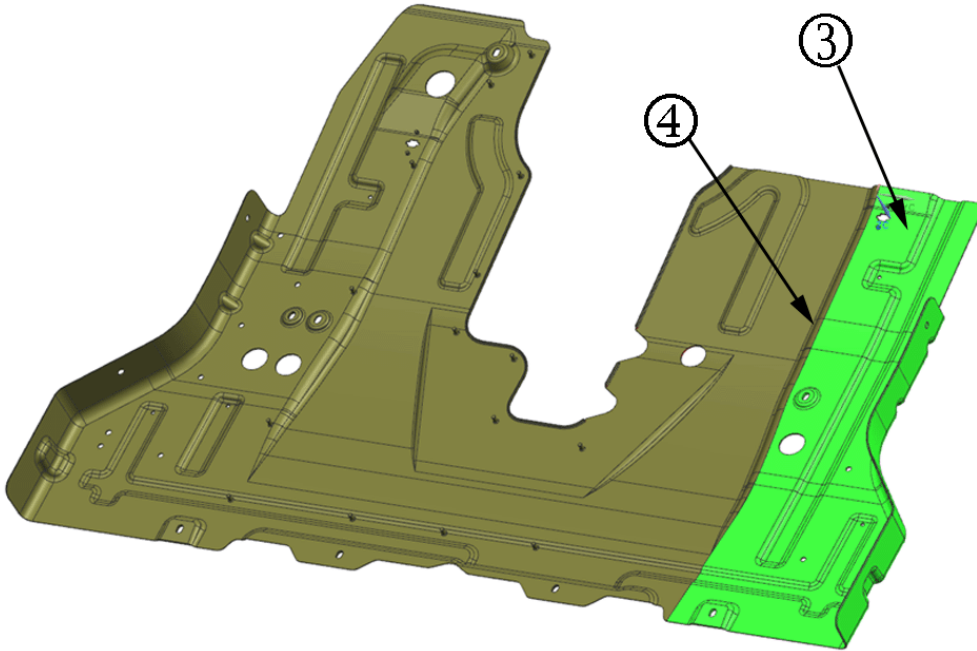
9.1 Remove the foil (1) from engine shield. Discard the foil.



2863922

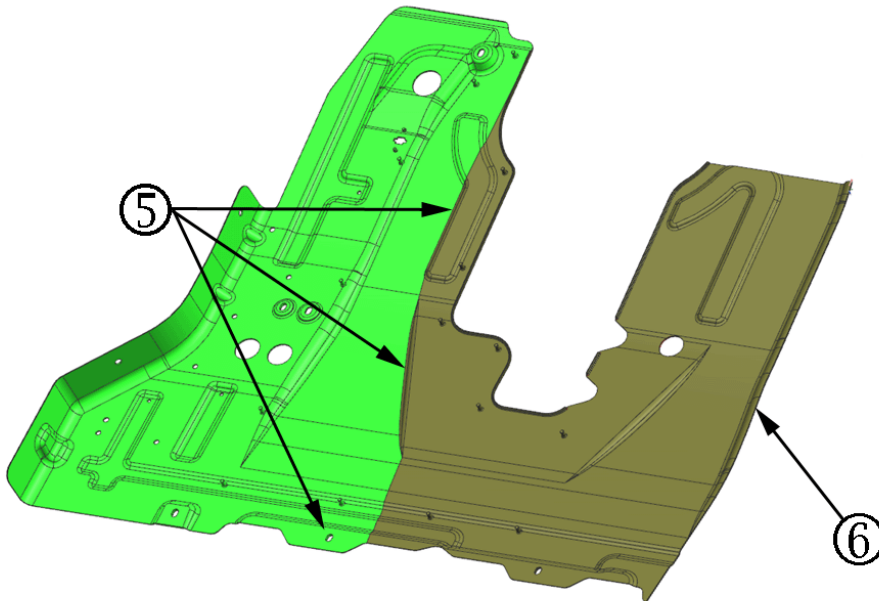
9.2 Using a Sawzall or equivalent, remove 150mm (5.9 in) from the left side of the engine shield. Refer to the light green portion (2) of the engine shield in the illustration.





2863937

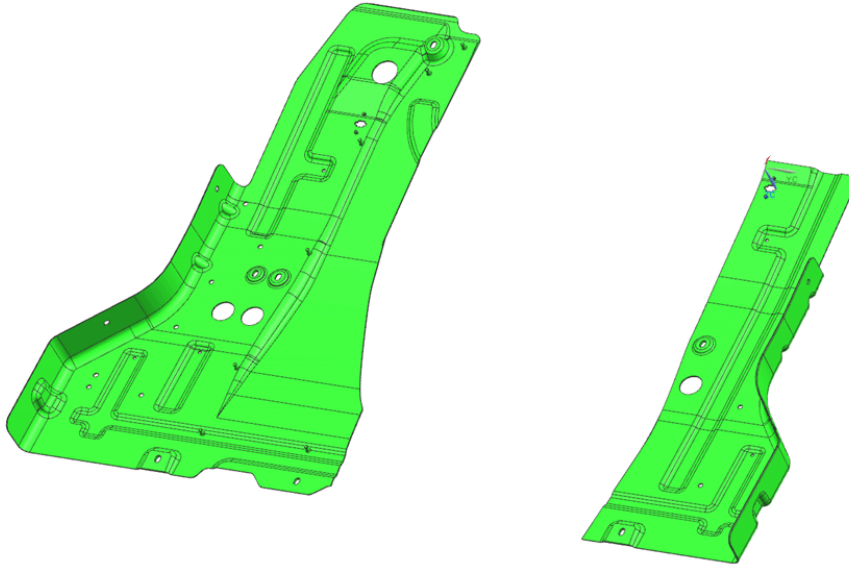
9.3 Using a Sawzall or equivalent, cut the left side of the engine shield (3). Cut the engine shield along the feature line (4) from front to rear. Refer to illustration.



2863963

9.4 Using a Sawzall or equivalent, cut the engine shield on the right side along the two feature lines (5) then just the left of the inboard hole (5). Refer to illustration.

9.5 Discard the dark green portion of the engine shield (6).



2863973

9.6 Install the two remaining engine shield pieces onto the vehicle.

10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

#### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

| <b>Labor Code</b> | <b>Description</b>  | <b>Labor Time</b> | <b>Net Item</b> |
|-------------------|---|-------------------|-----------------|
| V2601             | Engine Shield Modification (automatic transmission)                 | 0.5               | N/A             |
| V2602             | Engine Shield Modification (inc harness wrap) (manual transmission) | 0.6               | *               |

\* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A dealer net price for insulating tape needed to perform the required repairs, not to exceed \$6.34 USD, \$6.97 CAD, plus applicable Mark-Up or Landed Cost (for Export).

### CUSTOMER NOTIFICATION – For US and Canada

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

### CUSTOMER NOTIFICATION – For 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.

### DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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 RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



July 2012

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 and 2012 model year Chevrolet Cruze 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.

## **I M P O R T A N T**

- Your vehicle is involved in safety recall 12081.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

Spilled or dripping oil (such as after an oil change) may collect in the engine shield (belly pan) near hot engine or exhaust system surfaces. As a result, oil and the shield may ignite and burn.

In addition, on vehicles equipped with a manual transmission, continuing to drive with a completely worn clutch may cause hydraulic fluid to be expelled from the clutch housing vent hole. Under certain circumstances, the fluid could be burning as it exits the vent hole. If the burning fluid contacts the engine shield, the shield may ignite and burn.

Either condition could result in an engine compartment fire, which may cause property damage and/or personal injury.

### **What will we do?**

Your GM dealer will modify the engine shield to prevent fluid from contacting the shield. If your vehicle has a manual transmission, your dealer will also apply a protective tape to the electronic power steering wire harness. 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 30 to 40 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

### **What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

### **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<br>(TTY) |
|-----------------------|----------------|--------------------------|
| Chevrolet             | 1-800-222-1020 | 1-800-833-2438           |
| Guam                  | 65-6267-1752   |                          |
| 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 12V288.

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

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall #12081

GM CUSTOMER CARE AND AFTERSALES  
DCS2788  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 18, 2012

Subject: 12081B - Safety Recall  
Oil Spills or Leaks onto Hot Surfaces - Modify Engine Shield  
Revised Warranty Transaction Information Section

Models: 2011-12 Chevrolet Cruze

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts  
Manager, New Vehicle Sales Manager, Used Vehicle Sales  
Manager, and Warranty Administrator

The Warranty Transaction Information section in bulletin 12081B has been revised to increase the Net Item amount for the insulating tape. Please discard all copies of bulletin 12081A, issued June 2012.

END OF MESSAGE

[12081B bulletin.pdf](#) Acrobat PDF (893.3KB)





# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Oil Spills or Leaks onto Hot Surfaces – Modify Engine Shield

**MODELS:** 2011-2012 Chevrolet Cruze

The Warranty Transaction Information section in this bulletin has been revised to increase the Net Item amount for the insulating tape. Please discard all copies of bulletin 12081A, issued June 2012.

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2011 and 2012 model year Chevrolet Cruze vehicles. Improper engine oil change procedures on these vehicles can result in the spilling or dripping of oil. If oil contacts hot engine or exhaust system surfaces, and the engine shield, the shield may ignite and burn, resulting in a possible engine compartment fire.

In addition, on manual transmission vehicles, continuing to drive with a completely worn clutch may cause hydraulic fluid to be expelled from the clutch housing vent hole. Under certain circumstances, the fluid could be burning as it exits the vent hole. If the burning fluid contacts the engine shield, the shield may ignite and burn, resulting in a possible engine compartment fire.

### CORRECTION

Dealers are to modify the engine shield to prevent fluid from contacting the shield. Also, on vehicles with a manual transmission, dealers are to apply a protective tape to the electronic power steering wire harness.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

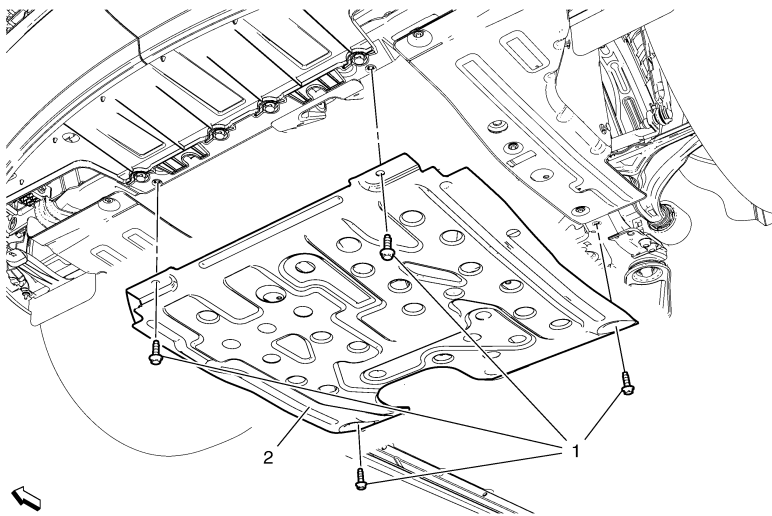
**Vehicles with Automatic Transmission:** No parts are required.

**Vehicles with Manual Transmission:** Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

| Part Number | Description   | Quantity/Vehicle          |
|-------------|---|---------------------------|
| 10184916    | TAPE, INSULATING (20'X1.25" ROLL)<br>(manual vehicles only) (will service 8 vehicles) | 1<br>(submit as Net Item) |
| 19130464    | STRAP,WRG HARN<br>(manual vehicles only, if required)                                 | 1-6<br>(If Req'd)         |

### SERVICE PROCEDURE

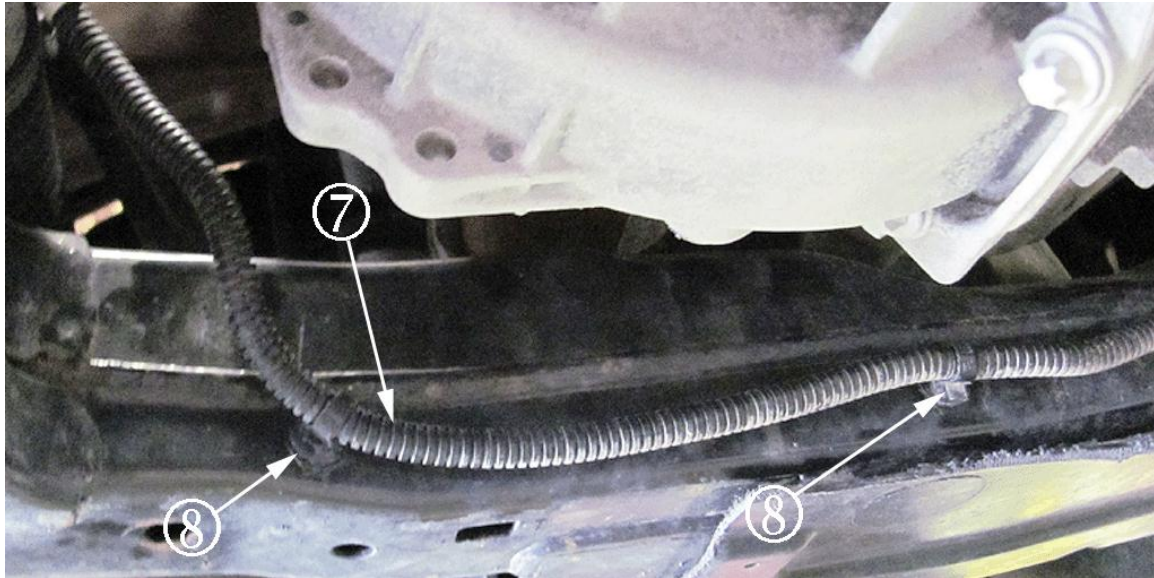
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



2190269

2. Remove the engine shield from the vehicle. Refer to *Engine Shield Replacement* in SI.
3. Place the engine shield on a work bench.

4. Determine if the vehicle is equipped with a manual transmission.
  - If the vehicle is equipped with a manual transmission, proceed to Step 5.
  - If the vehicle is equipped with an automatic transmission, proceed to Step 9.



2863981

5. Locate the wire harness (7) along the driver side frame rail.
6. Remove wire harness retainers (8).

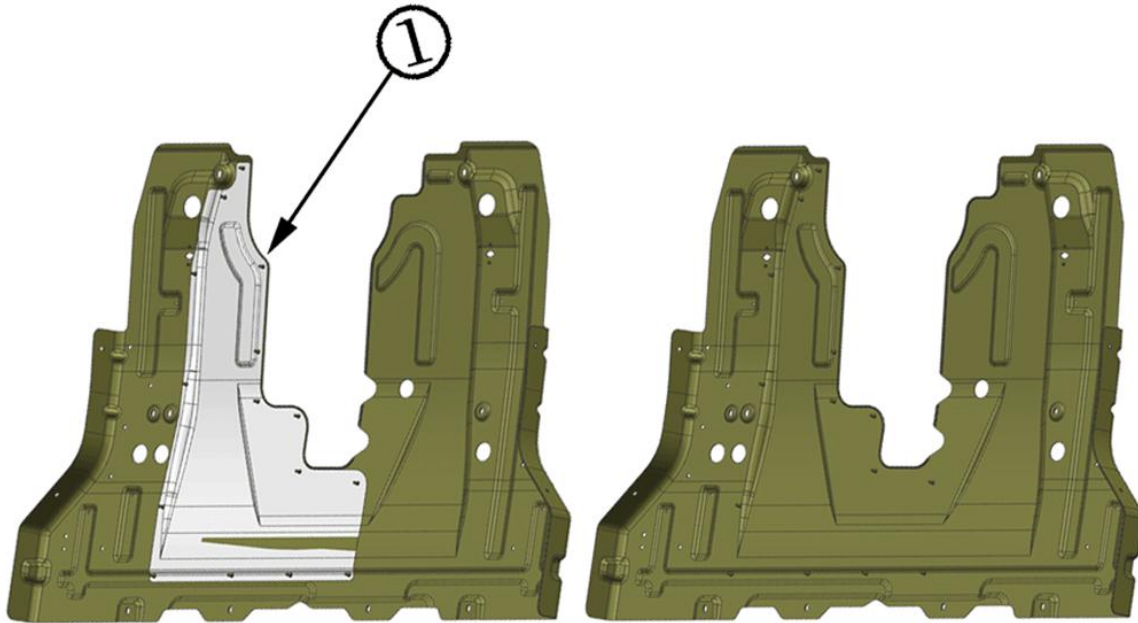


2863987

7. Wrap the wire harness with tape, P/N 10184916. Begin wrapping the tape, P/N 10184916, at the rear portion of the wire harness (A) and finish wrapping the tape at the front portion of the wire harness (B). About a 76 cm (30 in) section of the wire harness must be taped.
8. Install wire harness retainers. If required, replace loose fitting or broken wire harness retainers with new wire harness retainers, P/N 19130464.

**Note:** Use a reciprocating saw (Sawzall) or equivalent to cut the engine shield.

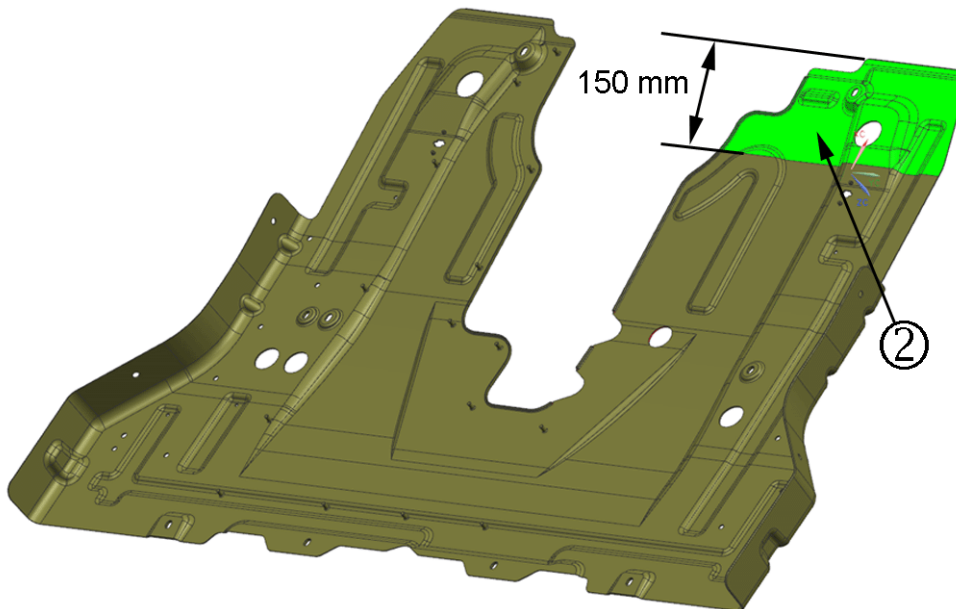
9. Modify the engine shield.



2863904

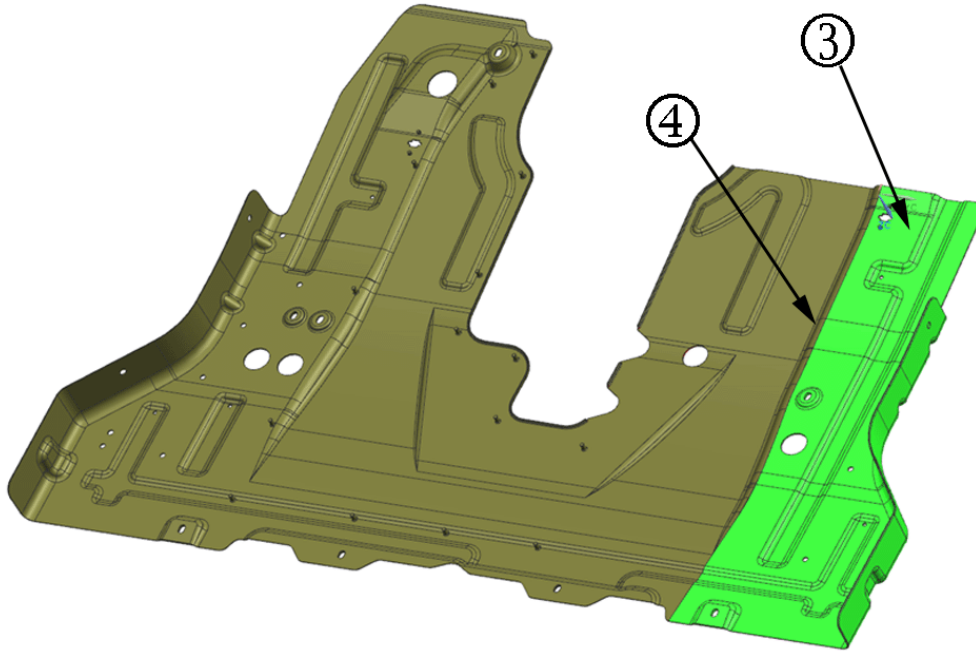
**Warning:** Carefully remove the foil with gloves and pry tool to avoid cutting your hands.

9.1 Remove the foil (1) from engine shield. Discard the foil.



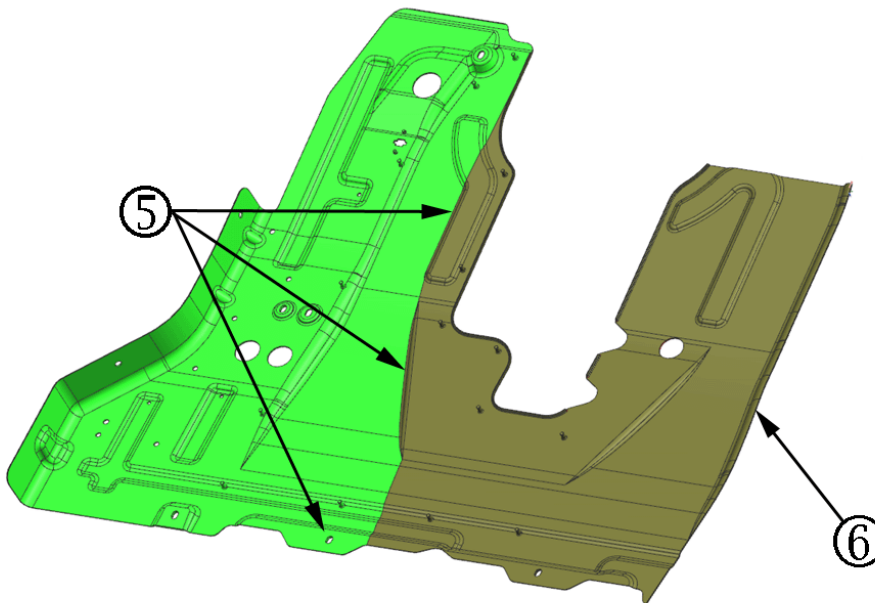
2863922

9.2 Using a Sawzall or equivalent, remove 150mm (5.9 in) from the left side of the engine shield. Refer to the light green portion (2) of the engine shield in the illustration.



2863937

9.3 Using a Sawzall or equivalent, cut the left side of the engine shield (3). Cut the engine shield along the feature line (4) from front to rear. Refer to illustration.

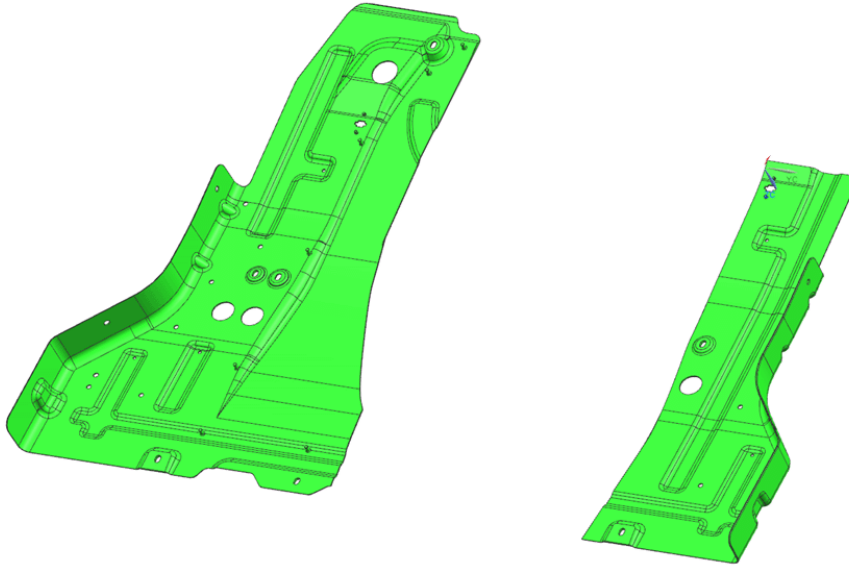


2863963

9.4 Using a Sawzall or equivalent, cut the engine shield on the right side along the two feature lines (5) then just the left of the inboard hole (5). Refer to illustration.

9.5 Discard the dark green portion of the engine shield (6).





2863973

9.6 Install the two remaining engine shield pieces onto the vehicle.

10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

#### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

| <b>Labor Code</b> | <b>Description</b>  | <b>Labor Time</b> | <b>Net Item</b> |
|-------------------|---|-------------------|-----------------|
| V2601             | Engine Shield Modification (automatic transmission)                 | 0.5               | N/A             |
| V2602             | Engine Shield Modification (inc harness wrap) (manual transmission) | 0.6               | *               |

\* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A dealer net price for insulating tape needed to perform the required repairs, not to exceed \$9.51 USD, \$10.46 CAD, plus applicable Mark-Up or Landed Cost (for Export).

#### CUSTOMER NOTIFICATION – For US and Canada

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



## CUSTOMER NOTIFICATION – For 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.

## DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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 RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

July 2012

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 and 2012 model year Chevrolet Cruze 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.

|   |
|---|
| <p><b>IMPORTANT</b></p> <ul style="list-style-type: none"> <li>• Your vehicle is involved in safety recall 12081.</li> <li>• Schedule an appointment with your GM dealer.</li> <li>• This service will be performed for you at <b>no charge</b>.</li> </ul> |
|---|

**Why is your vehicle being recalled?**

Spilled or dripping oil (such as after an oil change) may collect in the engine shield (belly pan) near hot engine or exhaust system surfaces. As a result, oil and the shield may ignite and burn.

In addition, on vehicles equipped with a manual transmission, continuing to drive with a completely worn clutch may cause hydraulic fluid to be expelled from the clutch housing vent hole. Under certain circumstances, the fluid could be burning as it exits the vent hole. If the burning fluid contacts the engine shield, the shield may ignite and burn.

Either condition could result in an engine compartment fire, which may cause property damage and/or personal injury.

**What will we do?**

Your GM dealer will modify the engine shield to prevent fluid from contacting the shield. If your vehicle has a manual transmission, your dealer will also apply a protective tape to the electronic power steering wire harness. 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 30 to 40 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

**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<br>(TTY) |
|-----------------------|----------------|--------------------------|
| Chevrolet             | 1-800-222-1020 | 1-800-833-2438           |
| Guam                  | 65-6267-1752   |                          |
| 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 12V288.

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

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall #12081