

From: [Tracy Riley](#)
To: [Timian, Jennifer \(NHTSA\)](#); [Ansley, Alexander \(NHTSA\)](#)
Cc: [Dennis George](#); mdchapman@chapmanautogroup.com
Subject: Audit of Safety Recall 12V-288; My Client: Chapman Chevrolet (EMAIL 1 OF 3)
Date: Thursday, November 08, 2012 4:40:49 PM
Attachments: [DOC110812-006.pdf](#)
[DOC110812-005.pdf](#)
[DOC110812-004.pdf](#)
[DOC110812-003.pdf](#)
[2012CHEVYCRUZE.xls](#)

Jennifer Timian, Chief Recall Management Division

RE: Audit of Safety Recall 12V-288
My Client: Chapman Chevrolet

EMAIL 1 OF 3

Dear Ms. Timian:

Please be advised this office represents Chapman Chevrolet located at 6925 Essington Avenue, Philadelphia, PA 19153.

This letter will follow up my conversation with Alexander Ansley and a telephone call the Chapman General Manager had with Frank Borris. Mr. Borris had granted my client an extension to reply to the information requests and, in speaking with Mr. Ansley, he informed me to forward the information to your attention via email. I am also copying Mr. Ansley as per his request.

In response to the information requests we are providing the following in 3 emails:

1. The attachments to this email include all documents in reply to Request 1, including all notice bulletins Chapman received from GM in all formats. This also includes the vehicle list attached to the email notice dated June 22, 2012.
2. There are no other documents in response to Request #2.
3. Also attached to this email is the Excel Spread Sheet on the information requested in Request #3.
4. The attachments in emails 2 and 3 are the documentation requested in Request #4 organized separately by VIN numbers, which include work orders and other relevant information on all repairs.
5. The initial recall notice was emailed to Chapman on June 22, 2012 (included in the first email attachment, labeled Safety Recall 12081 and 12133). This notice had attachments bulletins 12081 and 12133, and a list of all VINs involved in recall 12133.

Initially, the service manager relied upon the Vehicle Identification Numbers attached to the June 22, 2012 bulletin believing these were the only vehicles applicable to the recall because it was included in the notice. It was subsequently discovered there were additional vehicles included in the initial notice recall by going to the GM website (Recall 12081). Repairs were made and/or immediate attempts

to contact customers for all required repairs once this was discovered.

Please contact my office with any questions or additional information.

Very truly yours,
Dennis George, Esq.

cc: Alexander Ansley
Michael Chapman

Tracy Riley, Secretary to Dennis George, Esquire
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Philadelphia, PA 19103
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(215) 567-8860 Fax

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+ Product Safety

Date: 06/22/2012

Ref. number: Service / Field Action / G_0000131520

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

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 ho engine or exhaust system surfaces, and the engine shield, the shield may ignite and burn, resulting in a possible engi 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 secu 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, 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
-

Contact name: Loren Rusk

E-Mail: loren.rusk@gm.com

Department: Service - Brand Quality

Phone:

Intended roles: General Manager, New Vehicle Sales Manager, Parts Manager, Service Advisor, Service Manager
Used Vehicle Sales Manager, Warranty Administrator

Archives: 12/22/2012

Expires: 06/22/2013



Bulletin No.: 12081
Date: June 2012

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

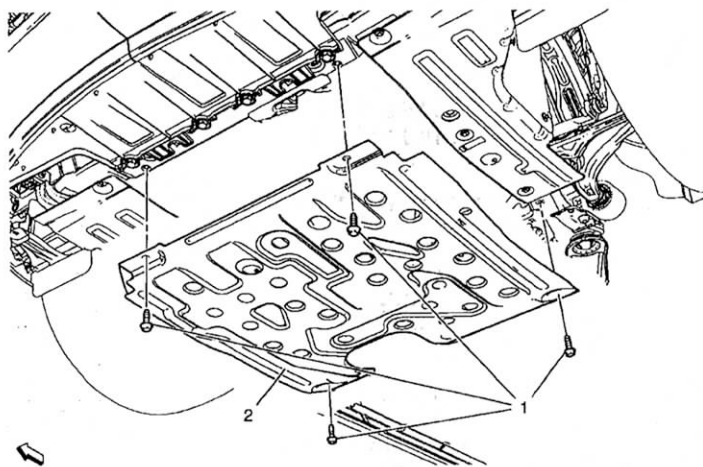
Vehicles with Automatic Transmission: No parts are required.

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) (manual vehicles only) (will service 12 vehicles)	1 (submit as Net Item)
19130464	STRAP, WRG HARN (manual vehicles only, if required)	1-6 (If Req'd)

SERVICE PROCEDURE

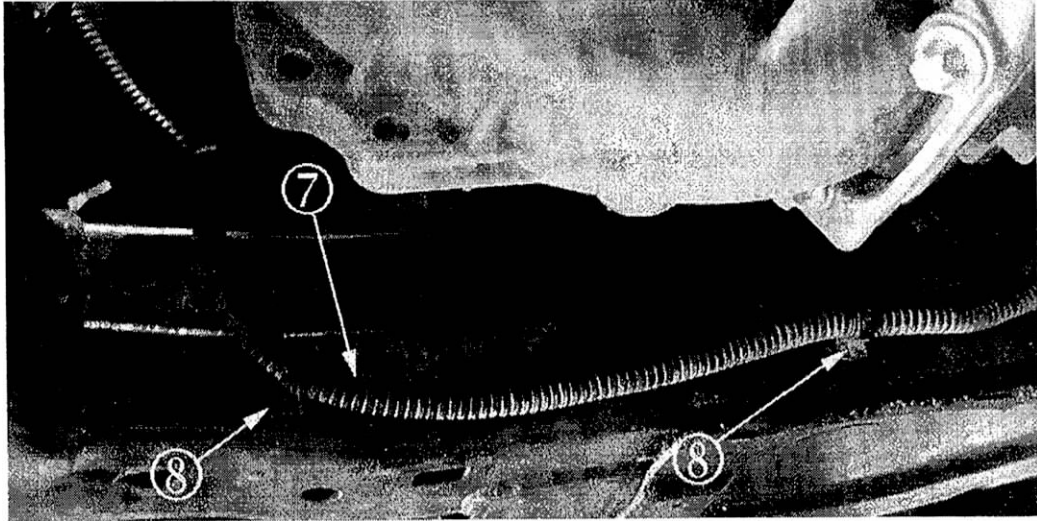
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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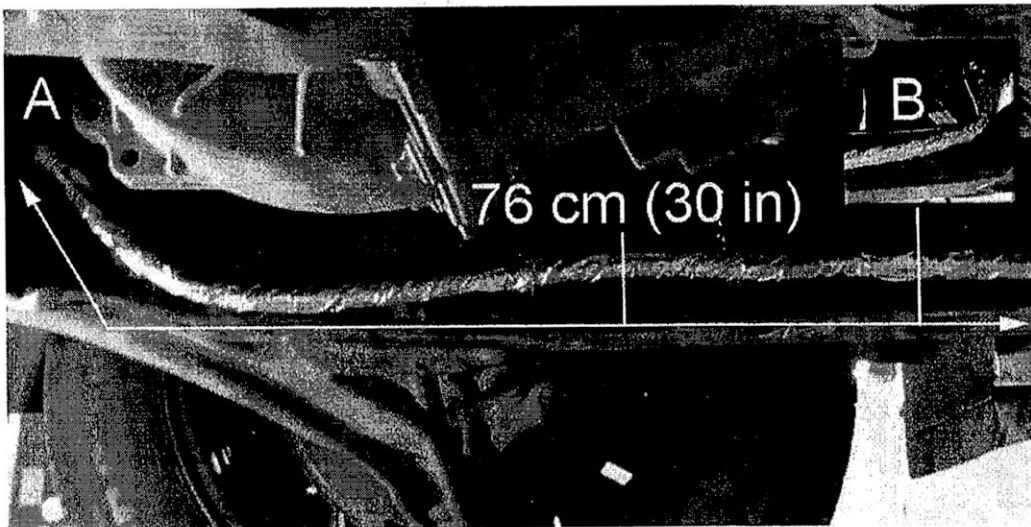
2. Remove the engine shield from the vehicle. Refer to *Engine Shield Replacement* in SI.
3. Place the engine shield on a work bench.

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.



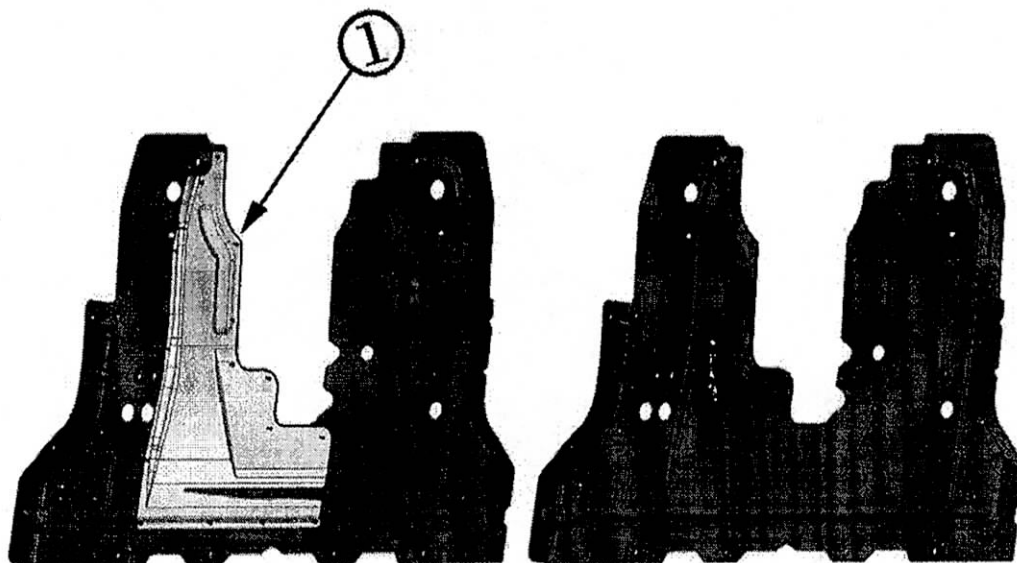
2863981

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



2863987

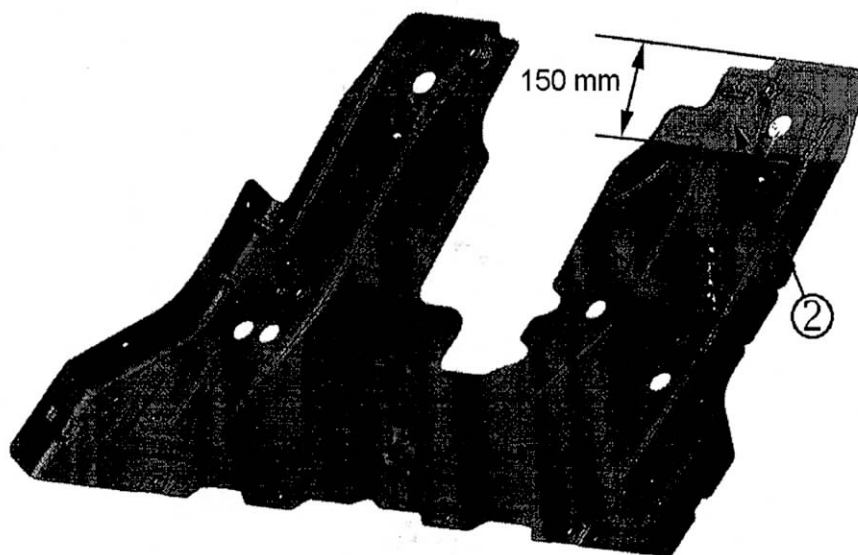
7. Wrap the wire harness with tape, P/N 10184916. Begin wrapping the tape, P/N 10184916, at the rear portion of the wire harness (A) and finish wrapping the tape at the front portion of the wire harness (B). About a 76 cm (30 in) section of the wire harness must be taped.
 8. Install wire harness retainers.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



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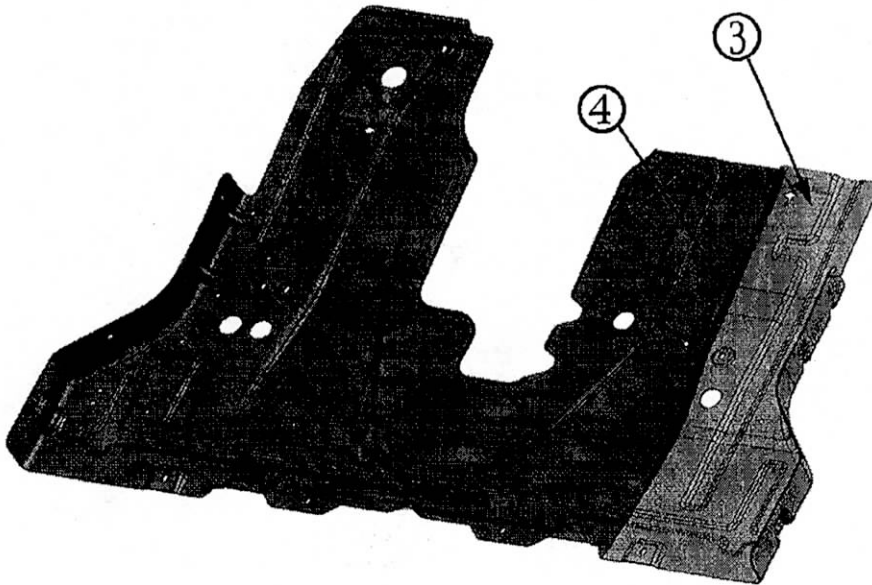
Warning: Carefully remove the foil with gloves and pry tool to avoid cutting your hands.

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



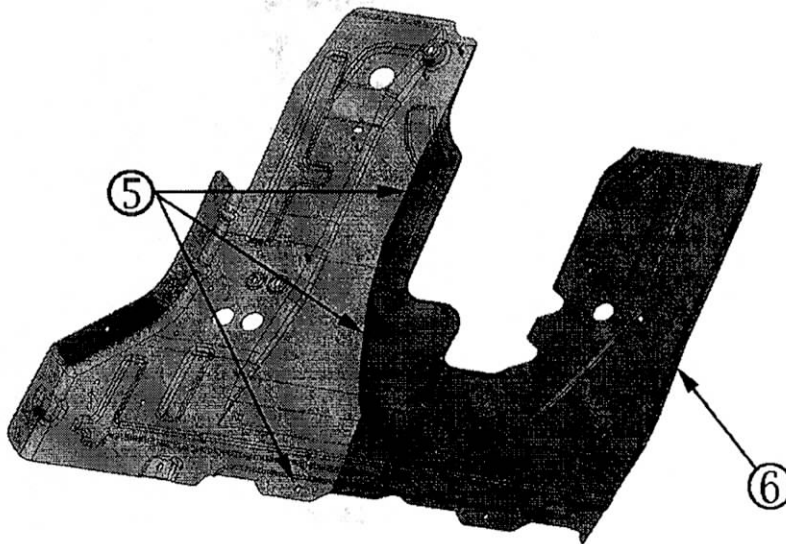
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9.2 Using a Sawzall or equivalent, remove 150mm (5.9 in) from the left side of the engine shield. Refer to the light green portion (2) of the engine shield in the illustration.



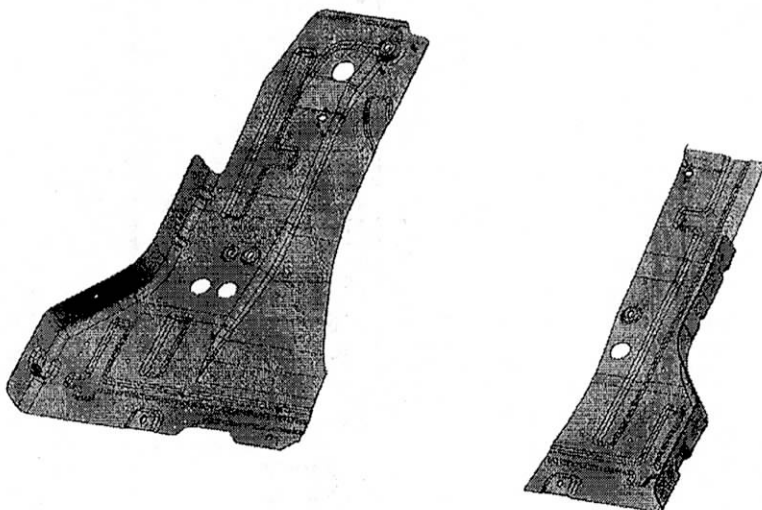
2863937

- 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.



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- 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.

Labor Code	Description	Labor Time	Net Item
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 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



Bulletin No.: 12133A
Date: June 2012

Recall Bulletin



REVISED 6/27/12

PRODUCT SAFETY RECALL

SUBJECT: Potential Missing Welds in Rear Compartment

MODELS: 2011-2012 Chevrolet Cruze

The Part Information and Service Procedure sections in this bulletin have been revised. The replacement of the gasket is not required. A copy of the customer letter has also been added to this bulletin. Please discard all copies of bulletin 12133, issued June 2012.

CONDITION

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

CORRECTION

Dealers are to inspect for missing welds. If the vehicle is missing welds, dealers are to secure the bracket attachments with fasteners.

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 dealers through the GM GlobalConnect Recall Reports. 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

Parts required to complete this recall 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.

Important: It is estimated that less than 250 of involved vehicles will have omitted welds and require parts. Please order parts accordingly.

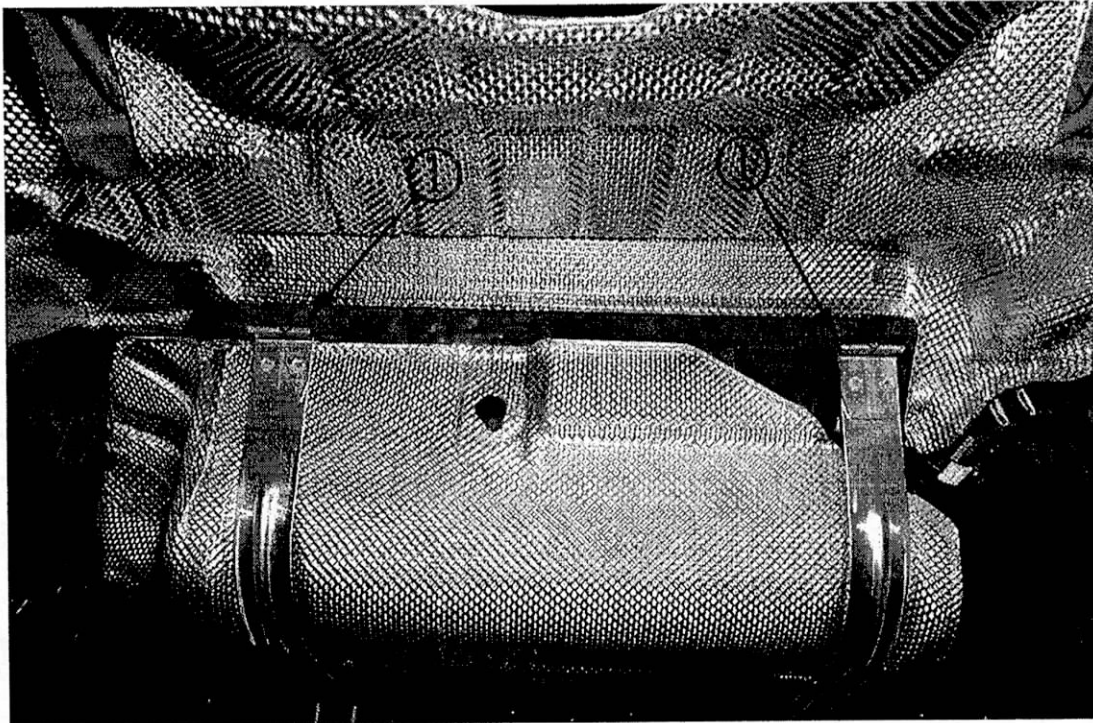
Part Number	Description	Quantity/Vehicle
11609341	BOLT	6
11589282 or 11519082	BOLT	2
11514517	NUT	6
11561547	RIVET	10
12371287 - US 10953437 - CN	LUBRICANT, SYNTHETIC MULTI-PURPOSE	1
Obtain Locally	1/8" (3.17 mm) Cobalt Drill Bit	2 (submit as Net Item)
Obtain Locally	17/64" (6.75 mm) Cobalt Drill Bit	2 (submit as Net Item)

SERVICE PROCEDURE

Note: The following tools are required to complete the service procedure in this bulletin:

- A compact quality drill
- Drill bits that will drill through high strength steel
- A pneumatically powered pop rivet gun that accepts 6.35 mm (1/4 in), 4.76 mm (3/16 in), 3.96 mm (5/32 in) and 3.17 mm (1/8 in) rivets. This tool is available at multiple discount tool providers, such as Harbor Freight Industrial.

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

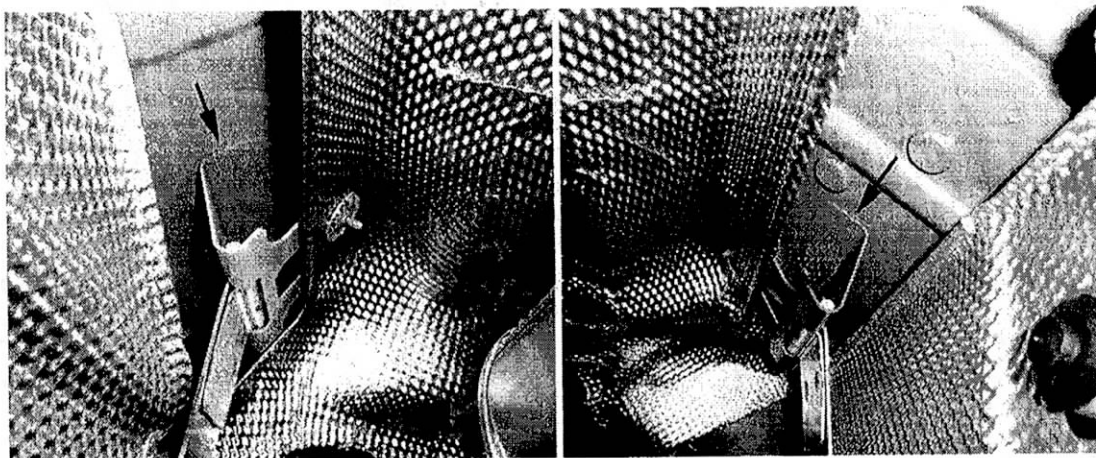


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2. Locate the fuel tank strap brackets (1).

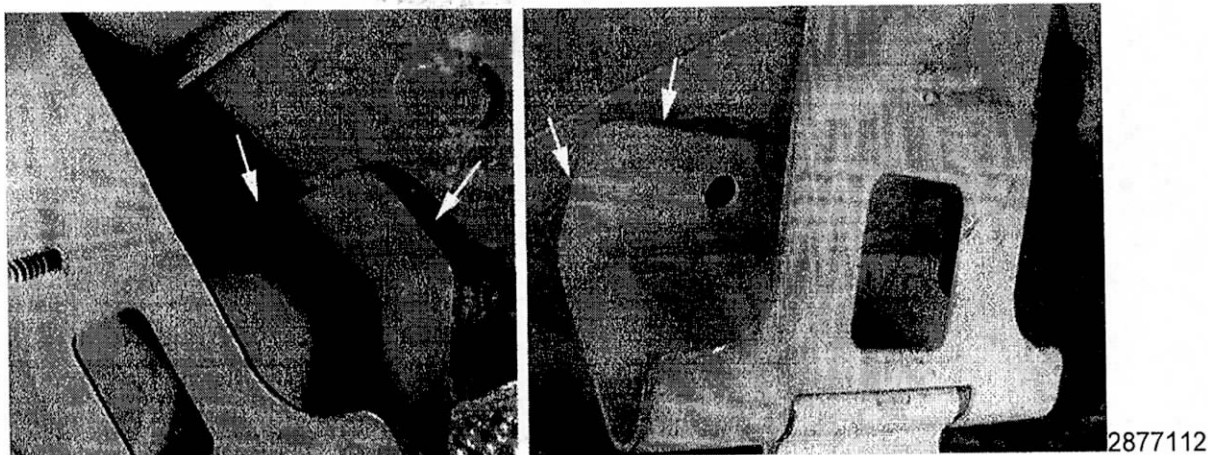
Note: The fuel tank strap must be spot welded flush to the floor pan to pass the inspection. Fuel tank straps that have been MIG welded to the floor pan **MUST** be repaired.

3. Determine if the fuel tank strap brackets are flush against the floor pan. Verify weld type if weld is present.



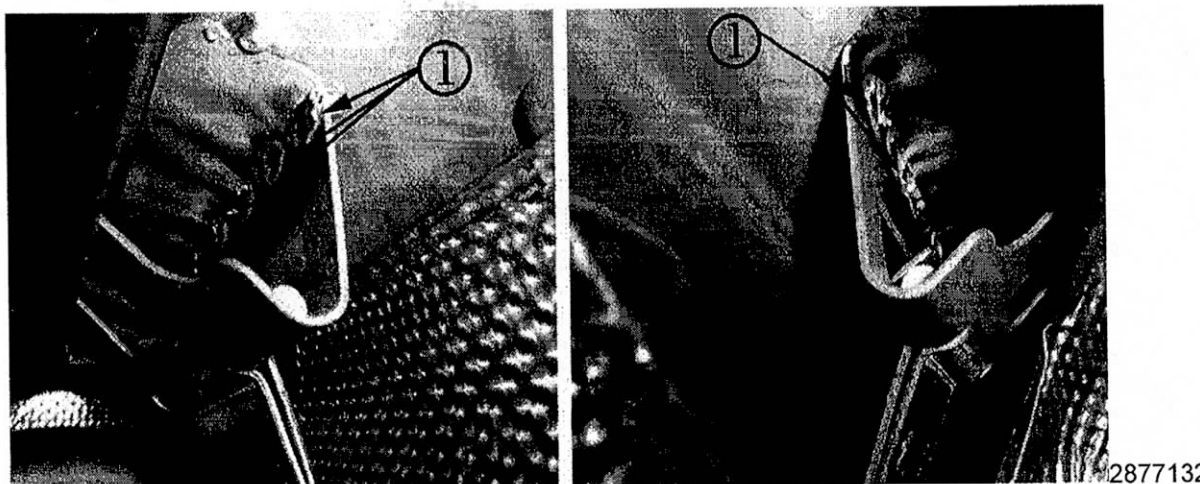
2877158

- If the fuel tank strap brackets are spot welded flush to the floor pan, no further action is required. Lower the vehicle. Refer to illustration. Arrow indicates fuel tank strap bracket to floor pan contact point.



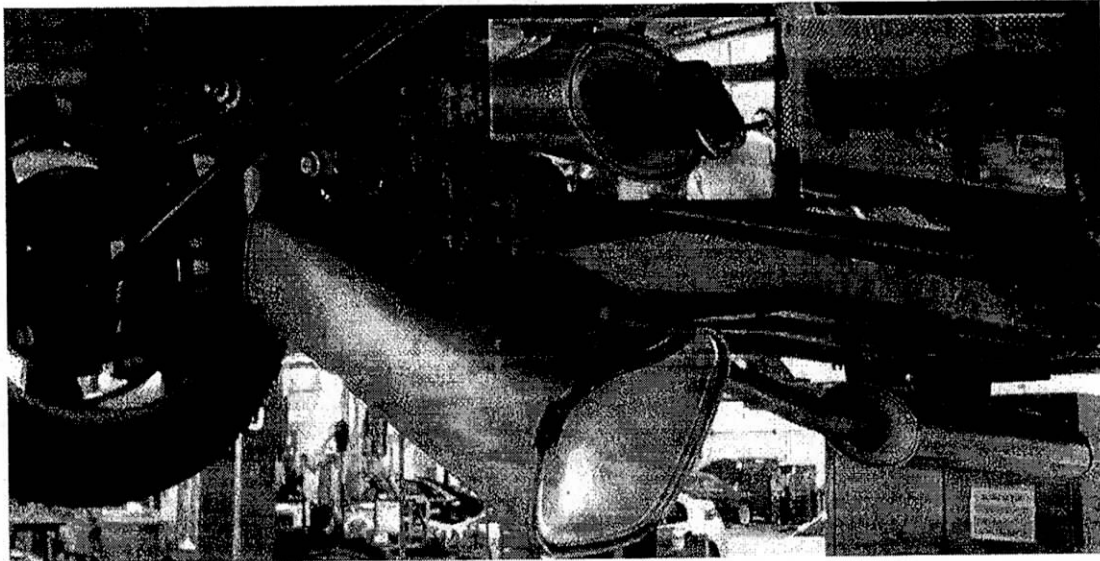
Note: If you cannot determine if there is a gap visually, use a business card or feeler gage to determine if there is a gap between the floor pan and fuel tank strap bracket.

- If you can see a gap between the fuel tank strap bracket and floor pan, the spot weld is missing, proceed to step 4. Refer to illustration. Arrow indicates fuel tank strap bracket to floor pan contact. Illustration show a gap between the fuel tank strap bracket and floor pan.



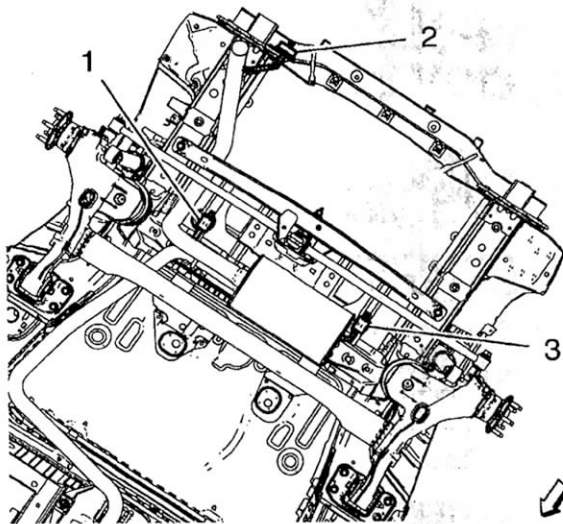
- If the fuel tank strap bracket is MIG welded (1) to the floor pan, proceed to step 4. Refer to illustration. Arrow indicates MIG welds and fuel tank strap bracket to floor pan contact. MIG welded fuel tank strap brackets require the service repair in this bulletin.

4. Lower the vehicle.
5. Remove rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.
6. Remove the rear seat. Refer to *Rear Seat Replacement (60 Percent Seat)* and *Rear Seat Replacement (40 Percent Seat)* and *Rear Seat Cushion Replacement* in SI.
7. Raise and support vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



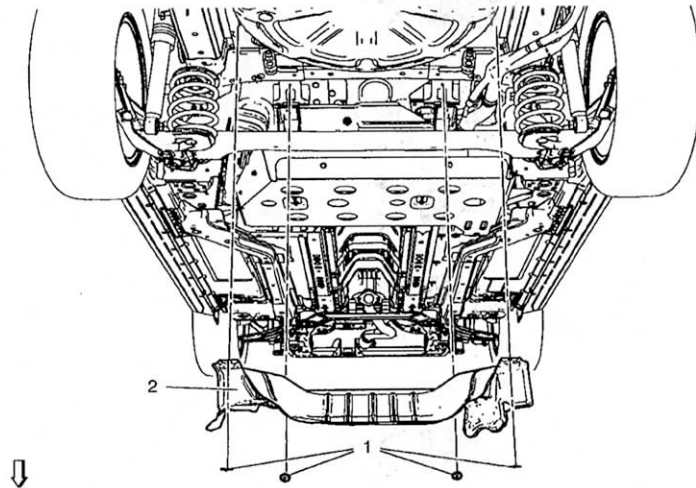
2877018

8. Remove exhaust front pipe to exhaust rear muffler nuts.
9. Remove rear exhaust pipe from flange.
10. Remove and retain flange gasket.



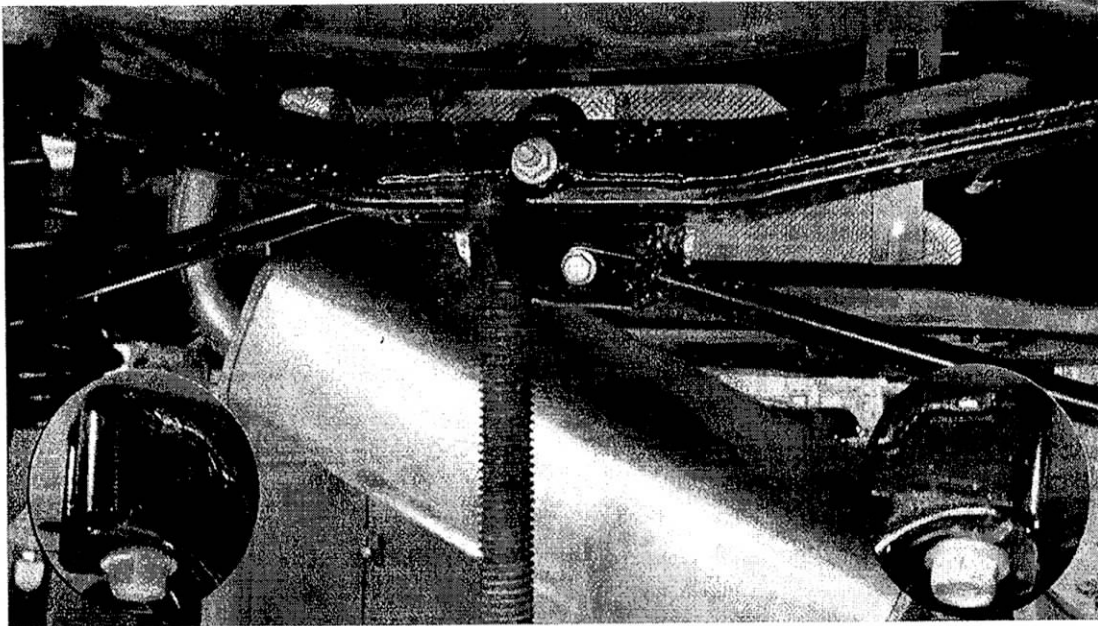
2192347

11. Loosen rear exhaust muffler from suspension points (1, 2, 3).
12. Lower and support the exhaust as required.



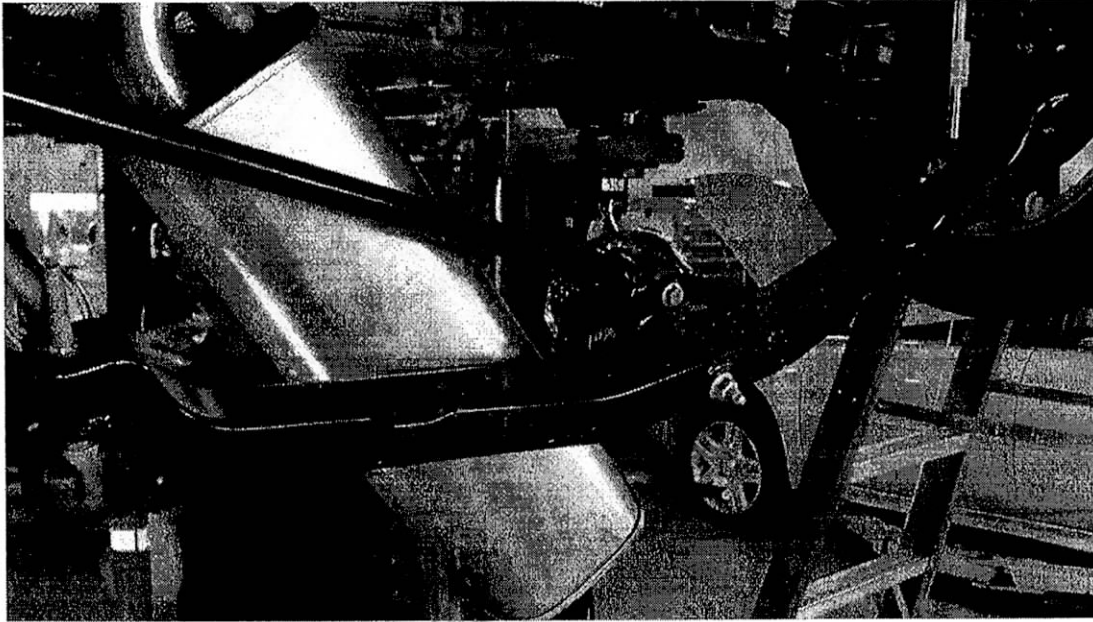
2027913

13. Remove muffler heat shield (2). Refer to *Exhaust Rear Muffler Heat Shield Replacement* in SI.



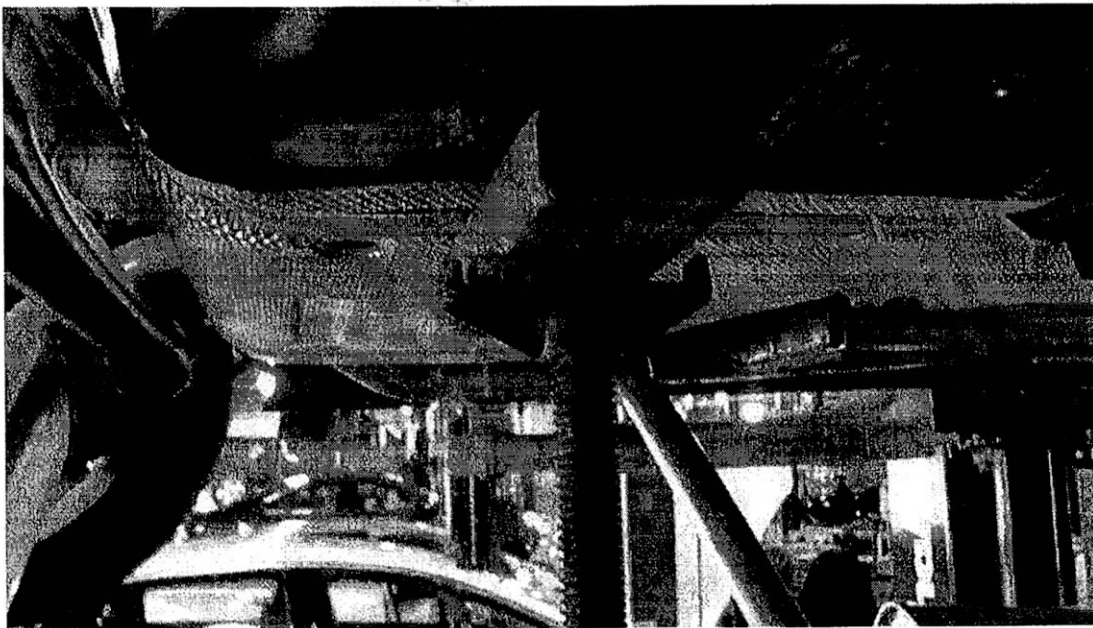
2877017

14. Place a jack under the equalizer beam support.
15. Remove the two equalizer beam support bolts.
16. Discard the equalizer beam support bolts.



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- 17. Lower equalizer beam support.
- 18. Remove jack from equalizer beam support.



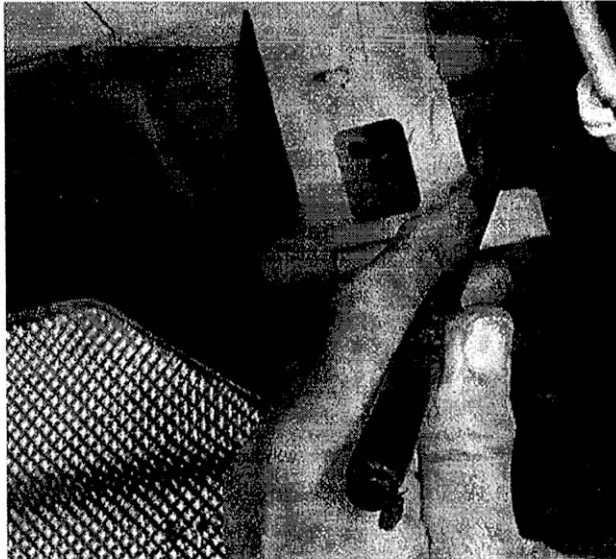
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- 19. Place a jack under the fuel tank.



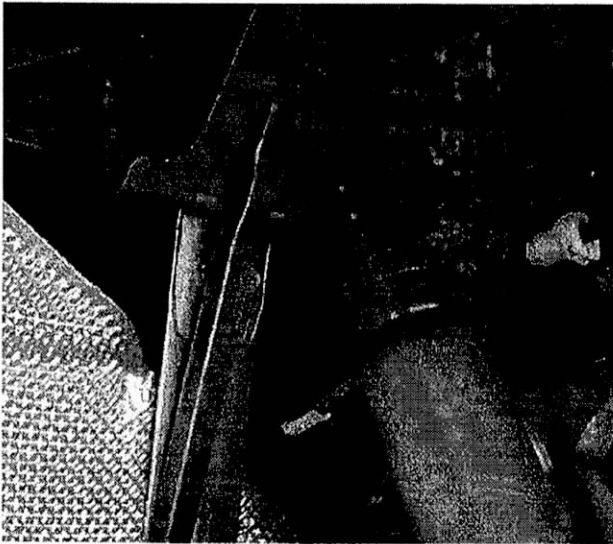
Note: A pry bar is required to close the gap between the tank strap bracket and floor pan. Use a pry bar for steps 20-20.3. Drill the two end holes on the bracket first. Install the bolts and nuts into the two end holes of the tank strap bracket. Refer to steps 21 and 22. Perform steps 20.5-20.7 for the center tank strap bracket hole AFTER the bolts have been installed into the two end tank strap bracket holes.

20. Drill three holes into each tank strap bracket.



20.1 Center punch the tank strap bracket two end hole locations before drilling the 3mm (1/8 in) pilot holes.

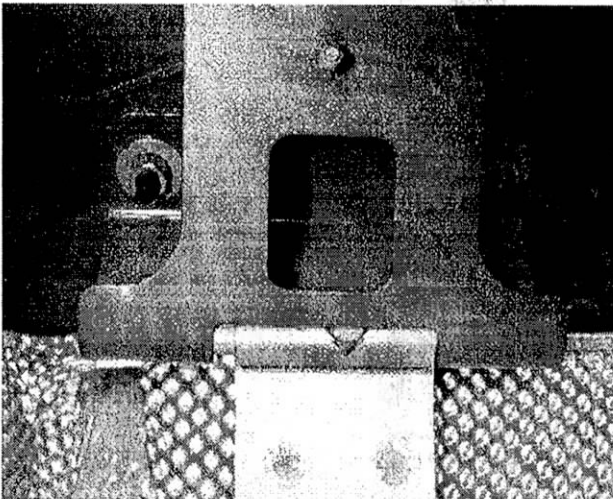
Caution: To increase the useful life of the drill bit, drill the holes into the vehicle body at a low speed. The appropriate drill speed will allow the drill bit to cut into the metal efficiently. The drill bit will remove metal chips or metal shavings from the high strength steel quickly if the appropriate drill speed is used. Ensure the drill used at a low speed. Wear eye protection.



2877022

20.2 Drill two 3mm (1/8 in) pilot holes into the two tank strap bracket end hole locations.

20.3 Drill two 6.75mm (17/64 in) holes through the two pilot holes.



2876989

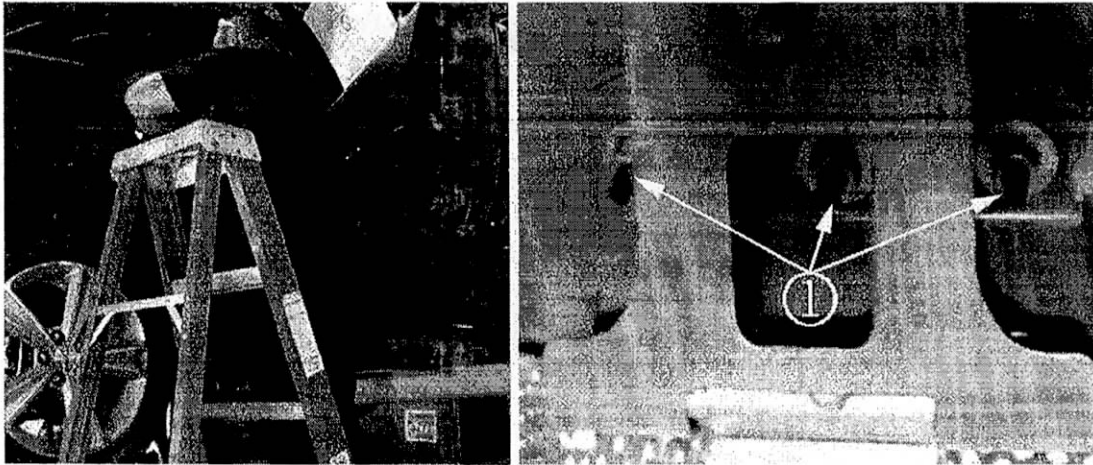
20.4 Proceed to steps 21 and 22 to install the bolts and nuts into the two tank strap bracket end hole locations.

20.5 Center punch the tank strap bracket center hole location before drilling the 3mm (1/8 in) pilot holes.

20.6 Drill one 3mm (1/8 in) pilot hole into the tank strap bracket center hole location.

20.7 Drill one 6.75mm (17/64 in) hole into the tank strap center hole location.

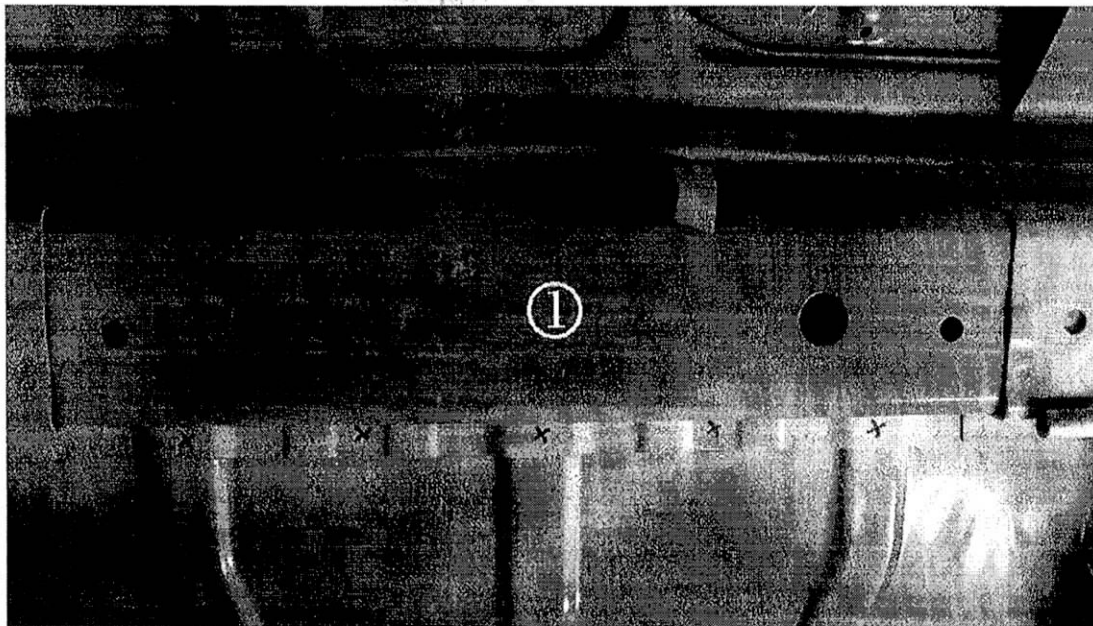
21. Apply GM Super Lube[®], to the exterior and interior side of holes.



2877100

Note: Step 22 requires two technicians. One technician must sit in the back seat area of the vehicle. Use a ladder to gain access to the vehicle. Install the bolts from inside of the vehicle. Locate the holes and insert the bolts. The technician under the vehicle will install the nuts and tighten the fasteners to 10 Nm (89-lb-in).

22. Secure fuel tank strap bracket with bolts and nuts (1).

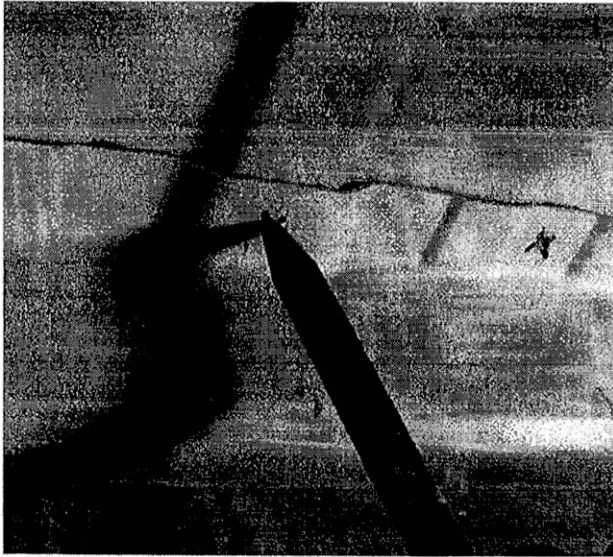


2877008

Caution: To avoid damaging the brake line, unclip the brake line and secure it away from the work area of the floor pan. Avoid cutting or damaging the brake line with the drill.

Caution: To increase the useful life of the drill bit, drill the holes into the vehicle body at a low speed. The appropriate drill speed will allow the drill bit to cut into the metal efficiently. The drill bit will remove metal chips or metal shavings from the high strength steel quickly if the appropriate drill speed is used. Ensure the drill used at a low speed. Wear eye protection.

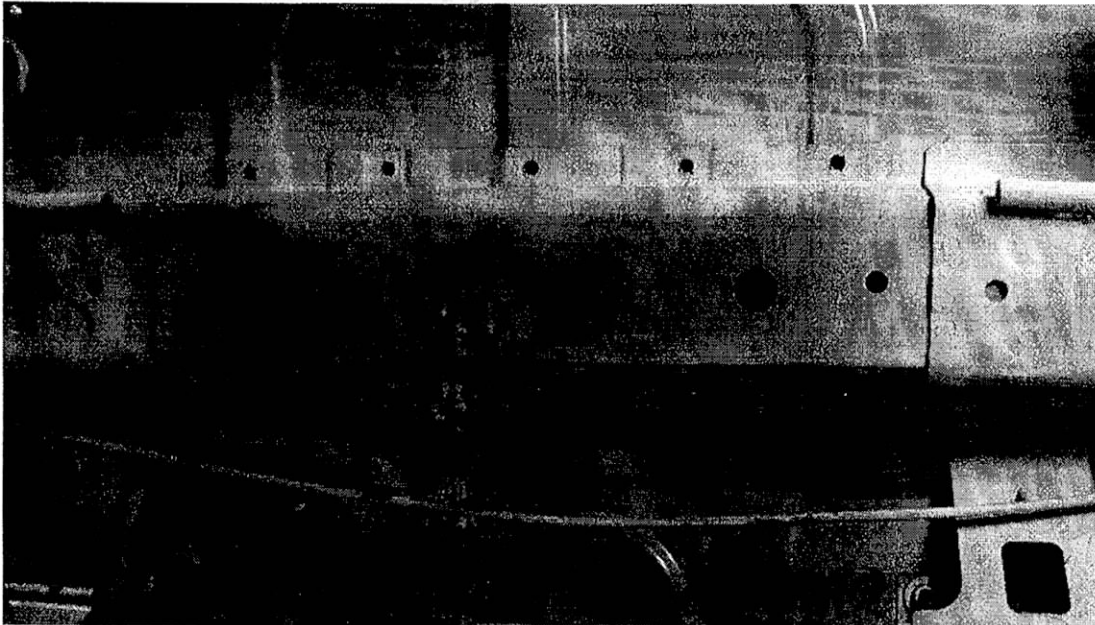
23. Drill 10 holes into 5 bar location (1). Refer to illustration for hole locations. Hole locations are marked with a black "X". View from underside of vehicle.



2877045

23.1 Center punch the 5 bar hole locations before drilling the 3mm (1/8 in) pilot holes.

23.2 Drill ten 3mm (1/8 in) pilot holes into the 5 bar location of the floor pan.



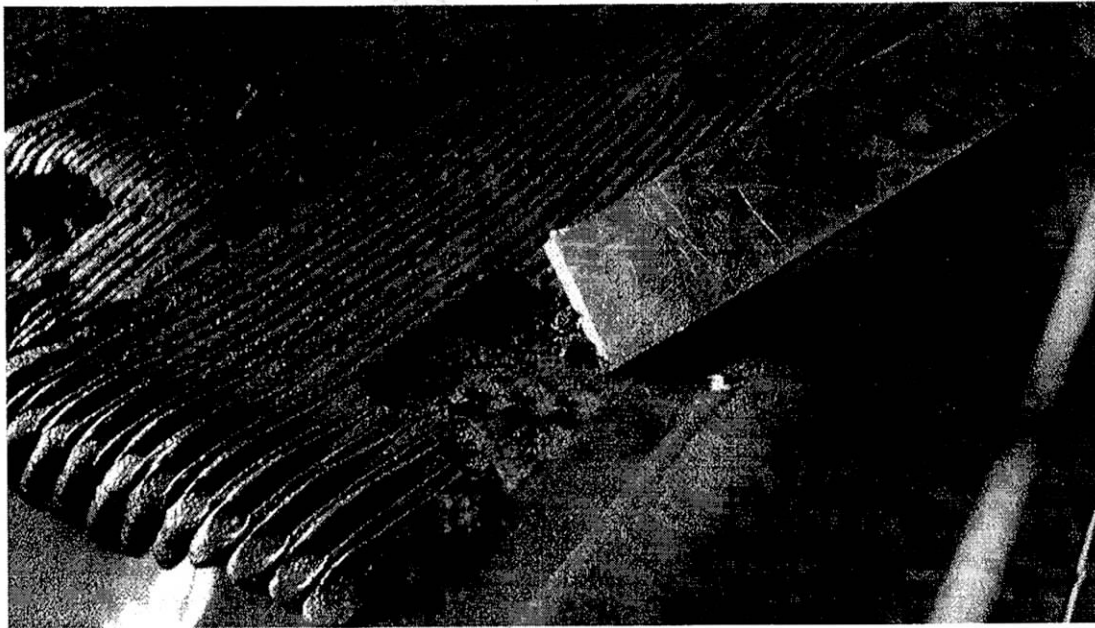
2876997

23.3 Drill ten 6.75mm (17/64 in) holes into the 5 bar location of the floor pan.



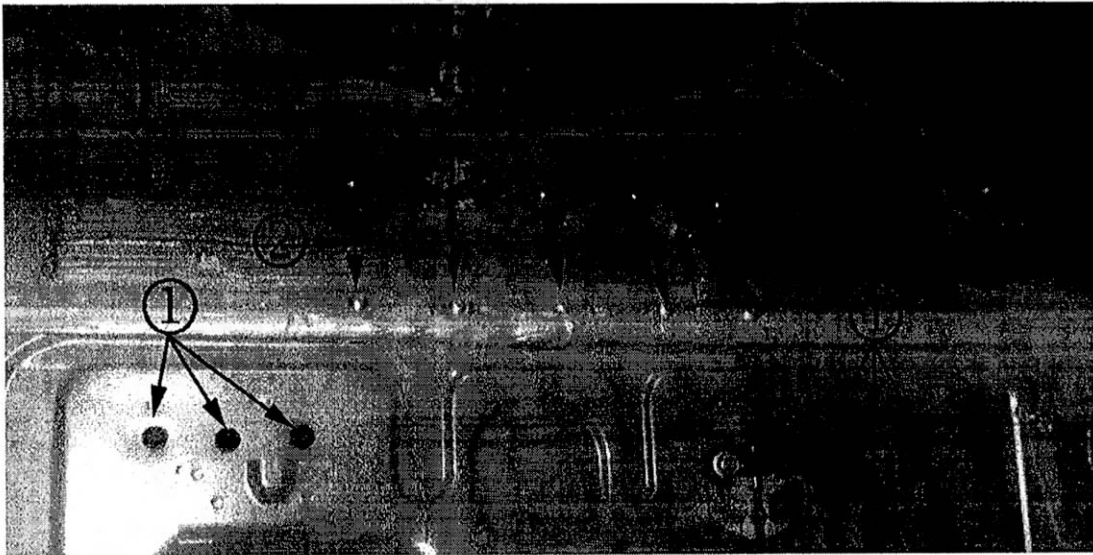
2877166

- 24. Apply GM Super Lube[®] to the exterior and interior sides of the 10 holes.
- 25. Use a ladder to gain access to the rear seat area of the vehicle.



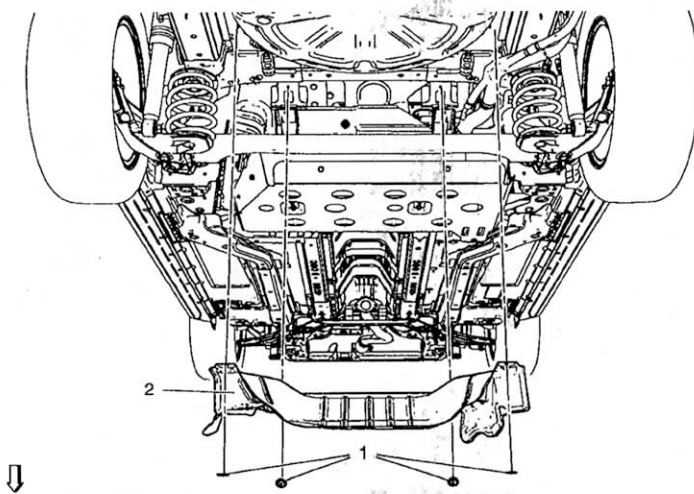
2877069

- 26. Remove material around drilled holes.

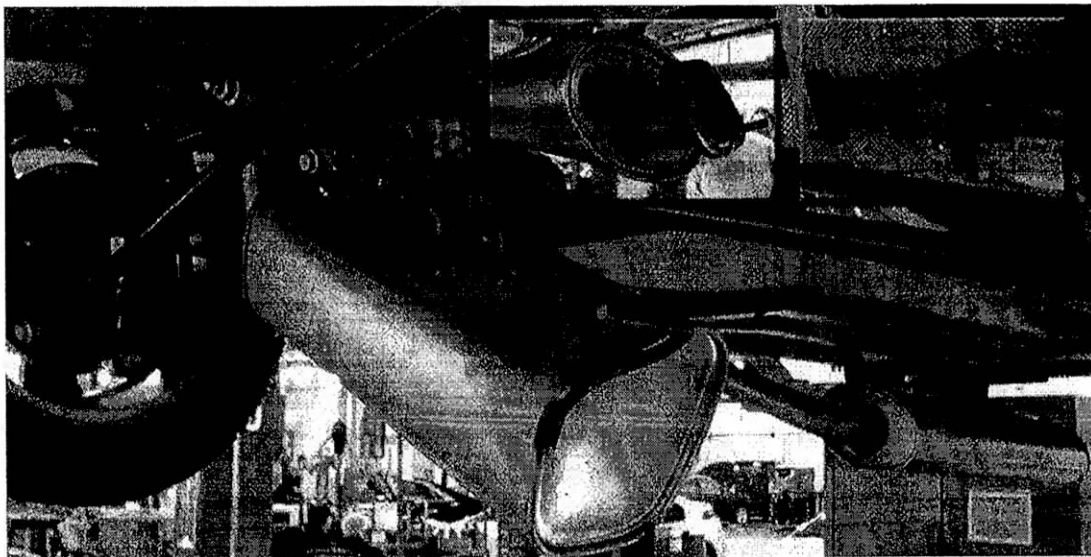


(1) Tank Strap Bracket Bolts (2) Rivets

27. Install 10 rivets (2) into the 10 holes in the 5 bar location. Install the rivets from inside of the vehicle.
28. Remove jack from fuel tank.



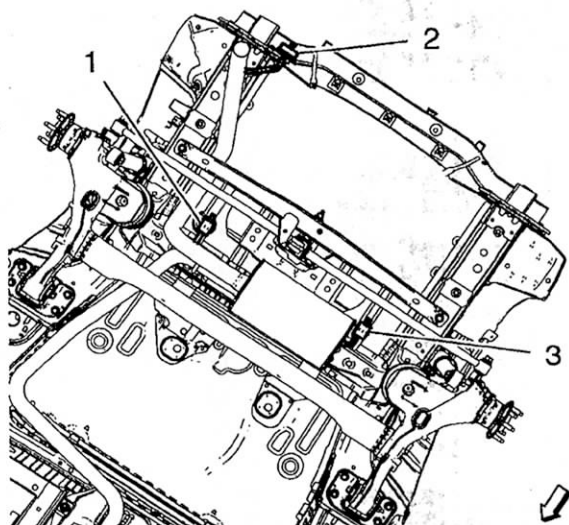
29. Install muffler heat shield. Refer to *Exhaust Rear Muffler Heat Shield Replacement* in SI.



2877018

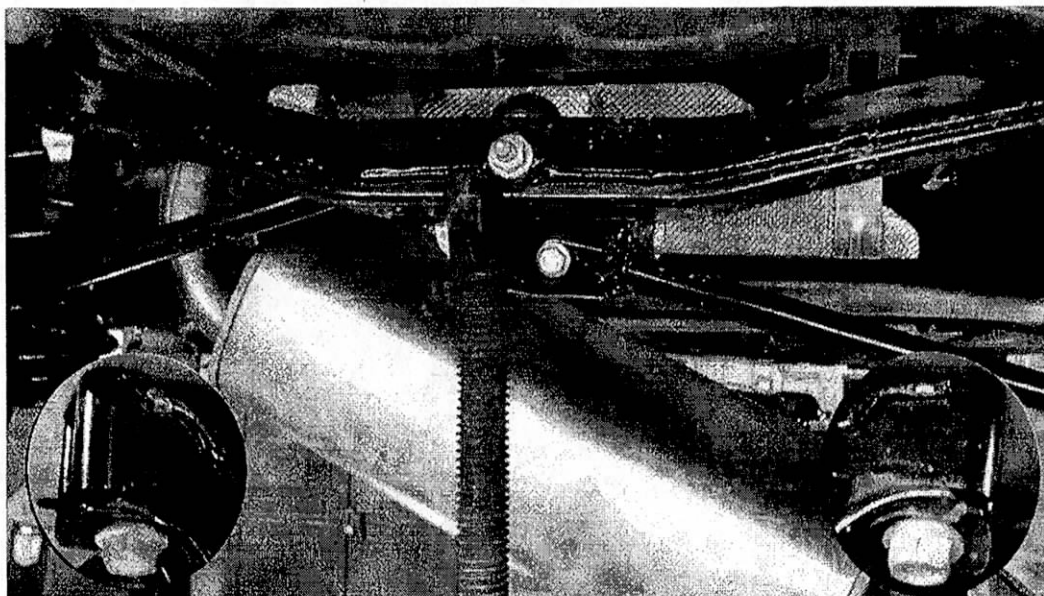
Caution: Support the exhaust system to install the exhaust pipe and muffler.

- 30. Install exhaust flange gasket.
- 31. Install rear exhaust pipe to exhaust flange.
- 32. Install exhaust front pipe to exhaust rear muffler nuts.



2192347

- 33. Tighten rear exhaust muffler from suspension points (1, 2, 3).



2877017

34. Install equalizer beam support. Use new bolts.
35. Tighten equalizer beam support bolts to 100 Nm (74 lb-ft).
36. Lower vehicle.
37. Install the rear seat. Refer to *Rear Seat Replacement (60 Percent Seat)* and *Rear Seat Replacement (40 Percent Seat)* and *Rear Seat Cushion Replacement* in SI.
38. Install rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.

COURTESY TRANSPORTATION

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.

Labor Code	Description	Labor Time	Net Item
V2609	Inspect Fuel Tank Strap Bracket – No Further Action Required	0.2	N/A
V2610	Fuel Tank Strap Bracket and 5 Bar Repair (inc. inspection)	3.0	*

* The amount identified in "Net Item" should represent the actual price of the drill bits needed not to exceed \$16.00 USD, \$27.50 CAD.

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – For US (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.

IMPORTANT

- Your vehicle is involved in safety recall 12081 and 12133.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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. The fuel tank could come loose in a crash, possibly allowing fuel to leak from the tank. A fuel leak in the presence of an ignition source could result in a fire.

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, the oil and the engine shield may ignite and burn.

In addition, on vehicles 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 engine shield 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 inspect for missing welds and if any are found, your dealer will secure the bracket attachments with fasteners.

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

This will all 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 55 minutes to 3 hours and 30 minutes, depending on what the inspection determines.

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 (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 Numbers for these recalls are 12V288 and 12V289.

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 #12133/12081

245562	1G1PC5SH2B7	Delivered
245562	1G1PK5S93B7	Delivered
245562	1G1PK5S96B7	Delivered
245562	1G1PK5S9XB7	Delivered
245562	1G1PG5SC1C7	Stock
245647	1G1PC5SH3B7	Delivered
245647	1G1PF5S99B7	Delivered
245647	1G1PF5S96B7	Delivered
245647	1G1PF5SC9C7	Delivered
245647	1G1PC5SH9B7	Delivered
245647	1G1PC5SH4B7	Delivered
245647	1G1PC5SH1B7	Delivered
245647	1G1PC5SH4B7	Delivered
245647	1G1PC5SHXB7	Delivered
245647	1G1PG5S93B7	Delivered
245647	1G1PH5S90B7	Delivered
245647	1G1PK5S9XB7	Delivered
245647	1G1RL5SC8C7	Delivered
245647	1G1PH5SC2C7	Stock
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245719	1G1PF5SC3C7	Delivered
245730	1G1PF5SC5C7	Delivered
245730	1G1PF5SC7C7	Delivered
245730	1G1PF5S93B7	Delivered
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245730	1G1PF5SC6C7	Stock
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245774	1G1PC5SH4B7	Delivered
245774	1G1PC5SH0B7	Delivered
245774	1G1PF5S96B7	Delivered
245774	1G1PG5S94B7	Delivered
245774	1G1PG5S98B7	Delivered
245774	1G1PH5S94B7	Delivered
245774	1G1PC5SH0C7	Delivered
245823	1G1PG5S98B7	Delivered
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245852	1G1PF5SC4C7	Delivered
245852	1G1PC5SH5C7	Delivered
245852	1G1PD5SH2B7	Delivered
245852	1G1PC5SH2B7	Delivered
245852	1G1PC5SH9B7	Delivered
245852	1G1PC5SH3B7	Delivered
245852	1G1PF5S91B7	Delivered
245852	1G1PF5S90B7	Delivered

245852	1G1PF5S94B7	Delivered
245852	1G1PF5S98B7	Delivered
245852	1G1PG5S97B7	Delivered
245852	1G1PH5S99B7	Delivered
245852	1G1PH5S99B7	Delivered
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245852	1G1PC5SH4C	Delivered
245852	1G1PF5SC7C	Delivered
245852	1G1PF5SC7C	Delivered
245852	1G1PF5SC2C	Stock
245852	1G1PF5SC2C	Stock
245852	1G1PF5SCXC	Stock
245852	1G1PG5SC2C	Stock
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245852	1G1PJ5SC0C	Stock
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246005	1G1PK5SC1C	Delivered
246005	1G1PK5SC7C	Delivered
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246095	1G1PJ5S98B	Delivered
246095	1G1PC5SH5C	Delivered
246095	1G1PC5SH5C	Delivered
246095	1G1PC5SH6C	Delivered
246095	1G1PF5SC0C	Delivered
246095	1G1PJ5SC1C	Delivered
246095	1G1PJ5SC3C	Delivered
246095	1G1PC5SH2C	Stock
246121	1G1PF5SC8C	Delivered
246121	1G1PC5SH2B	Delivered



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Potential Missing Welds in Rear Compartment

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 Chevrolet Cruze vehicles. 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.

CORRECTION

Dealers are to inspect for missing welds. If the vehicle is missing welds, dealers are to secure the bracket attachments with fasteners.

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 dealers through the GM GlobalConnect Recall Reports. 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

Parts required to complete this recall 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.

Important: It is estimated that less than 250 of involved vehicles will have omitted welds and require parts. Please order parts accordingly.

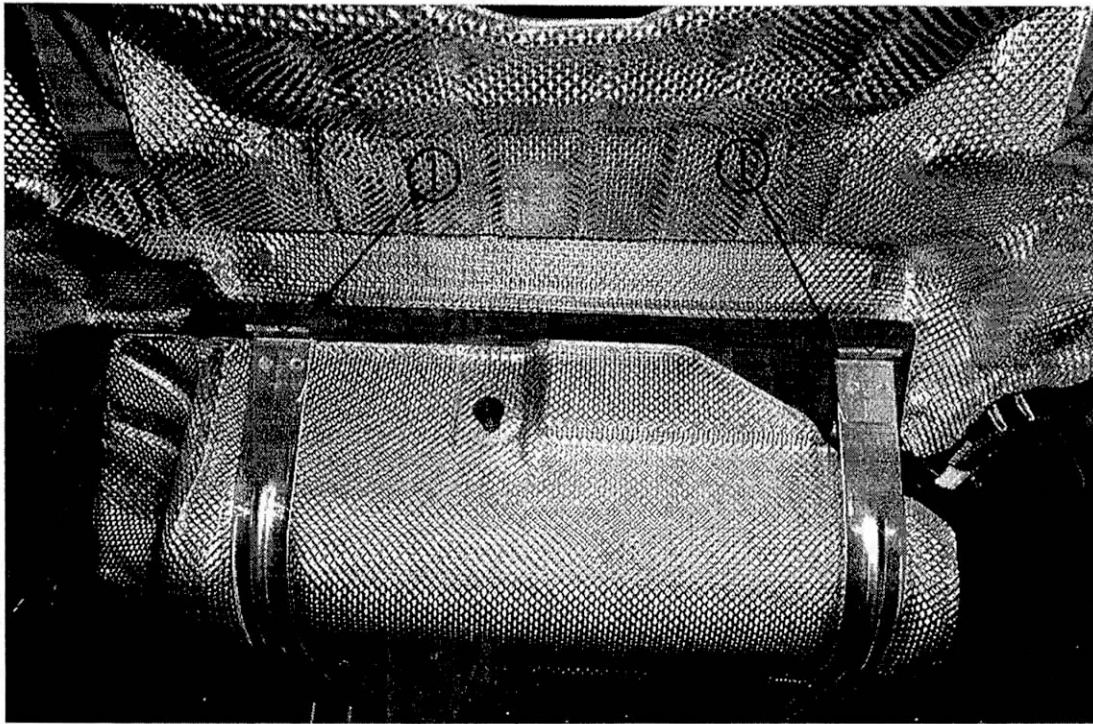
Part Number	Description	Quantity/Vehicle
11609341	BOLT	6
11589282 or 11519082	BOLT	2
13229872	GASKET, EXH MUFF (LUJ)	1
13277713	GASKET, EXH MUFF (LUW)	1
11514517	NUT	6
11561547	RIVET	10
12371287 - US 10953437 - CN	LUBRICANT,SYNTHETIC MULTI-PUPOSE	1
Obtain Locally	1/8" (3.17 mm) Cobalt Drill Bit	2 (submit as Net Item)
Obtain Locally	17/64" (6.75 mm) Cobalt Drill Bit	2 (submit as Net Item)

SERVICE PROCEDURE

Note: The following tools are required to complete the service procedure in this bulletin:

- A compact quality drill
- Drill bits that will drill through high strength steel
- A pneumatically powered pop rivet gun that accepts 6.35 mm (1/4 in), 4.76 mm (3/16 in), 3.96 mm (5/32 in) and 3.17 mm (1/8 in) rivets. This tool is available at multiple discount tool providers, such as Harbor Freight Industrial.

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

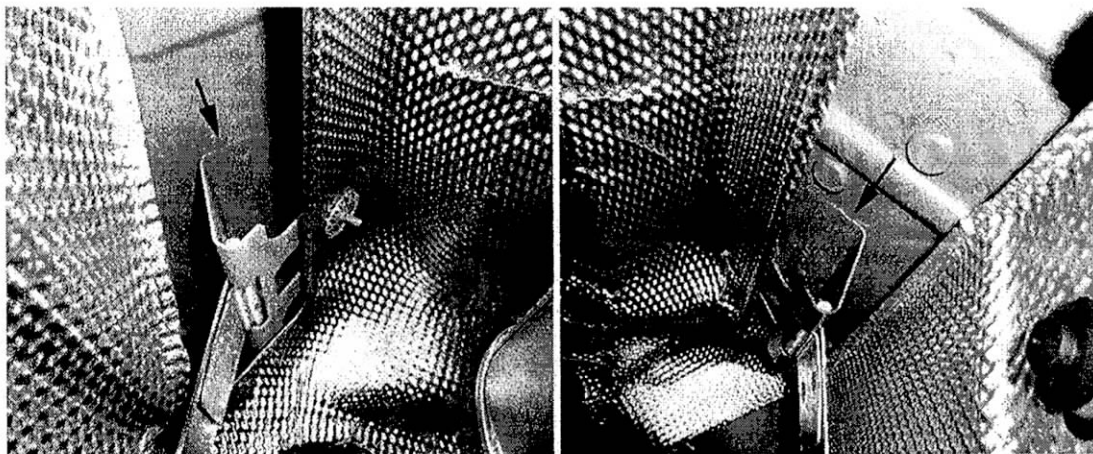


2877182

2. Locate the fuel tank strap brackets (1).

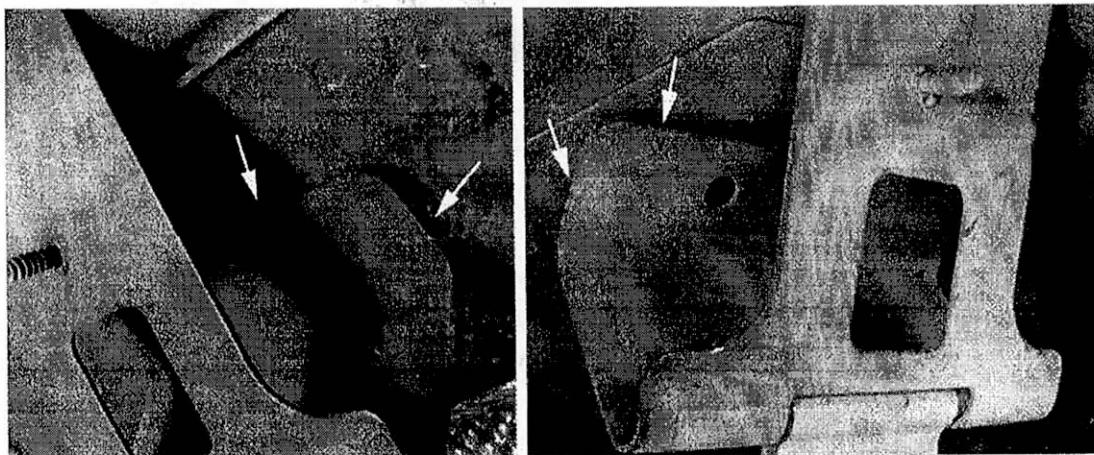
Note: The fuel tank strap must be spot welded flush to the floor pan to pass the inspection. Fuel tank straps that have been MIG welded to the floor pan **MUST** be repaired.

3. Determine if the fuel tank strap brackets are flush against the floor pan. Verify weld type if weld is present.



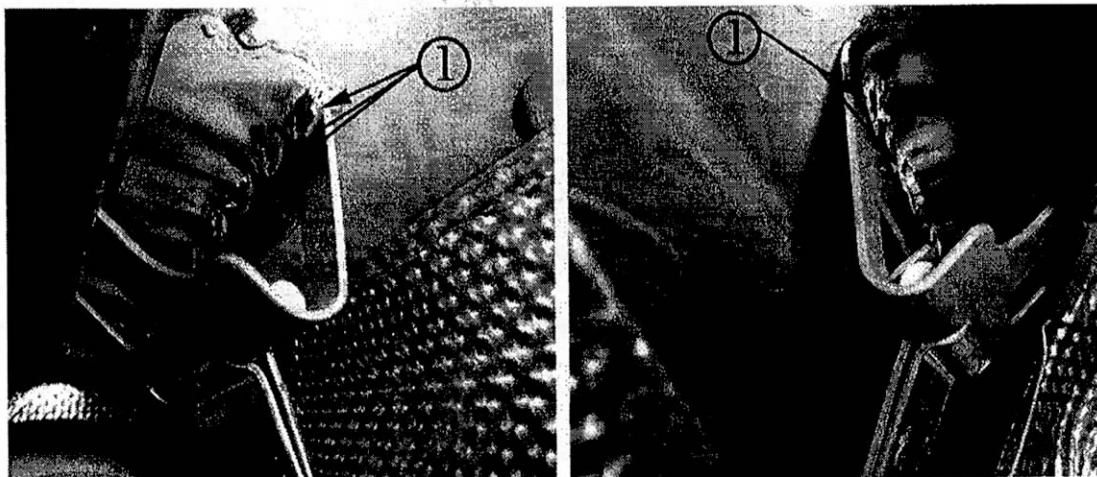
2877158

- If the fuel tank strap brackets are spot welded flush to the floor pan, no further action is required. Lower the vehicle. Refer to illustration. Arrow indicates fuel tank strap bracket to floor pan contact point.



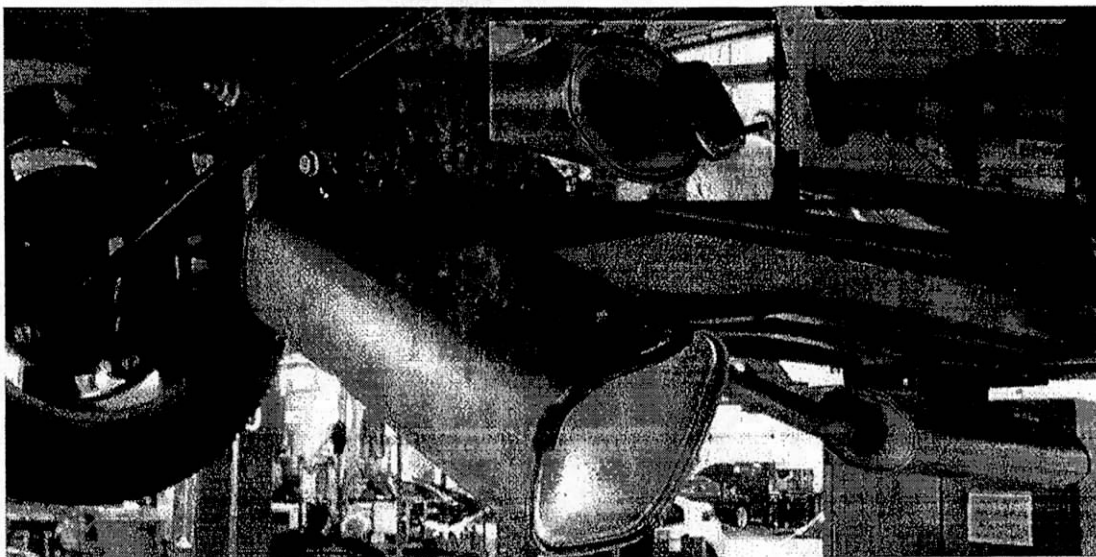
Note: If you cannot determine if there is a gap visually, use a business card or feeler gage to determine if there is a gap between the floor pan and fuel tank strap bracket.

- If you can see a gap between the fuel tank strap bracket and floor pan, the spot weld is missing, proceed to step 4. Refer to illustration. Arrow indicates fuel tank strap bracket to floor pan contact. Illustration show a gap between the fuel tank strap bracket and floor pan.



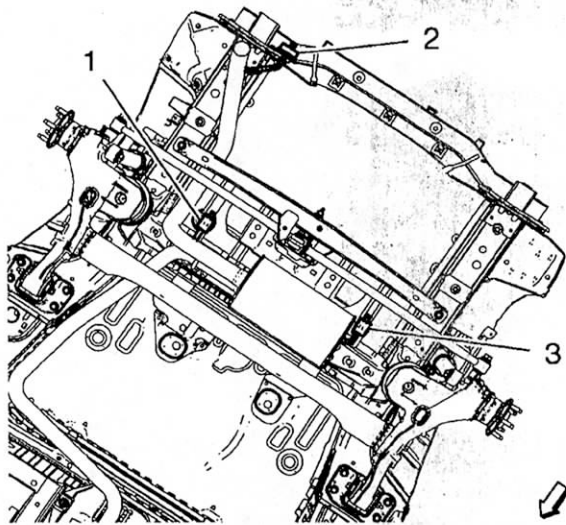
- If the fuel tank strap bracket is MIG welded (1) to the floor pan, proceed to step 4. Refer to illustration. Arrow indicates MIG welds and fuel tank strap bracket to floor pan contact. MIG welded fuel tank strap brackets require the service repair in this bulletin.

4. Lower the vehicle.
5. Remove rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.
6. Remove the rear seat. Refer to *Rear Seat Replacement (60 Percent Seat)* and *Rear Seat Replacement (40 Percent Seat)* and *Rear Seat Cushion Replacement* in SI.
7. Raise and support vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



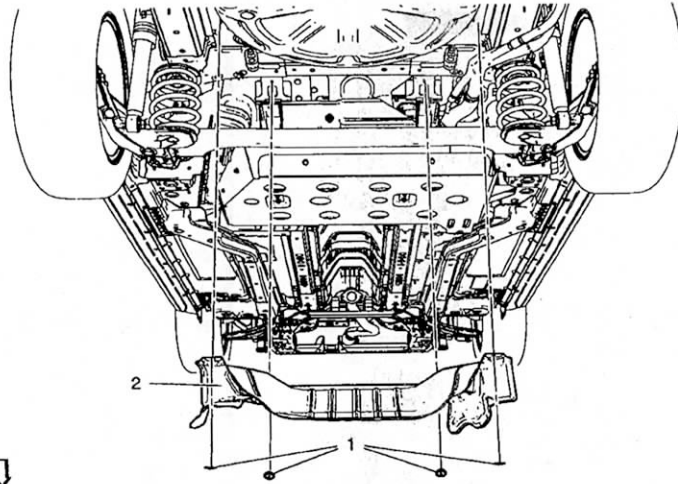
2877018

8. Remove exhaust front pipe to exhaust rear muffler nuts.
9. Remove rear exhaust pipe from flange.
10. Discard flange gasket.

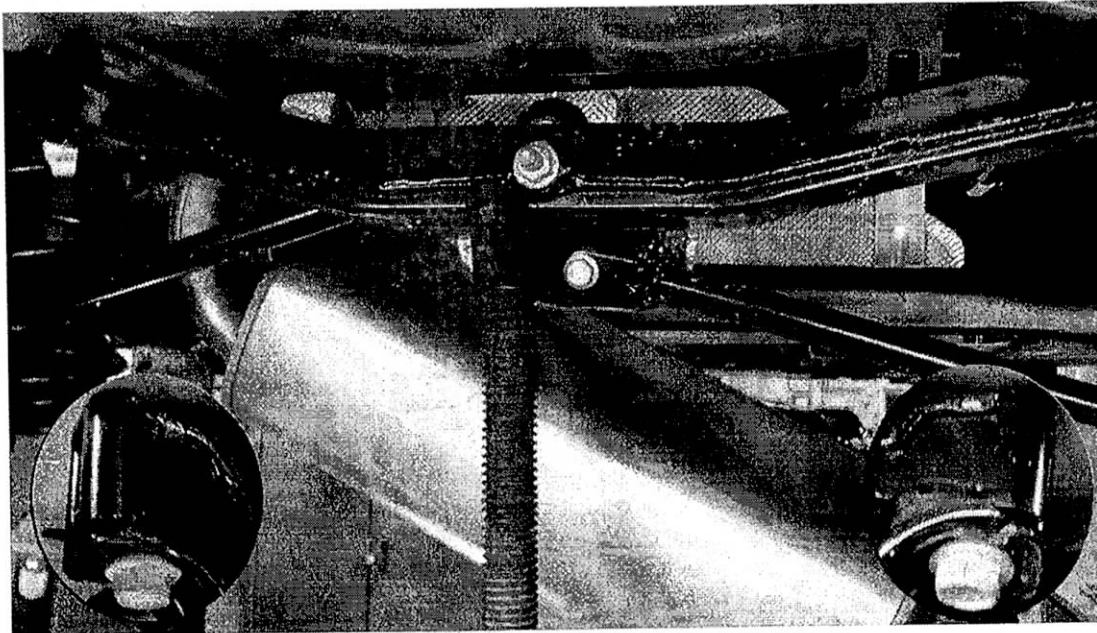


2192347

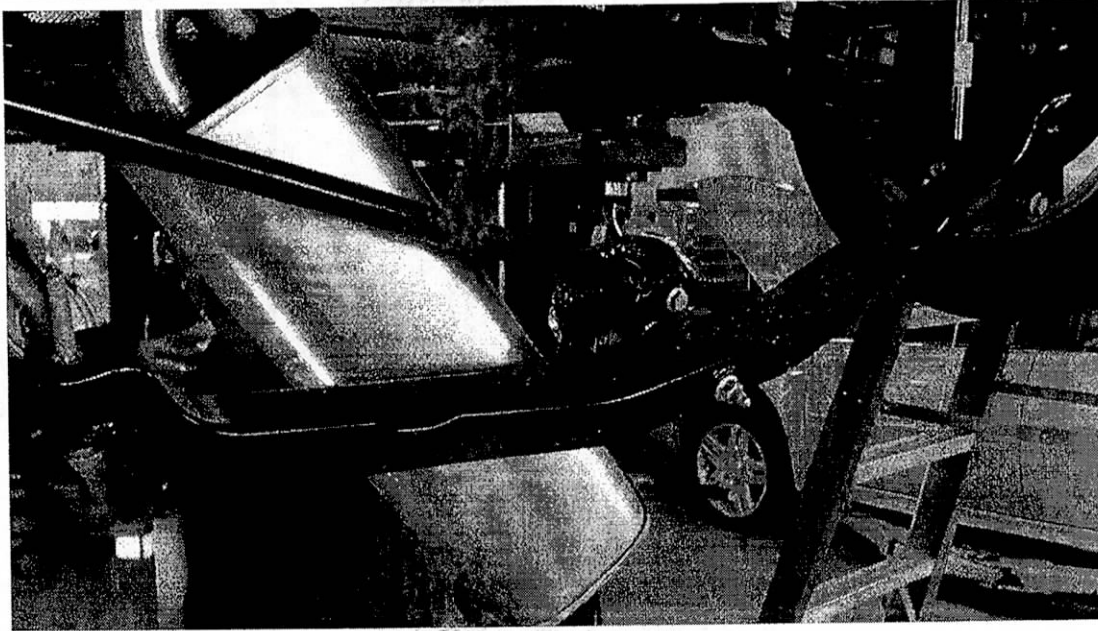
11. Loosen rear exhaust muffler from suspension points (1, 2, 3).
12. Lower and support the exhaust as required.



13. Remove muffler heat shield (2). Refer to *Exhaust Rear Muffler Heat Shield Replacement* in SI.

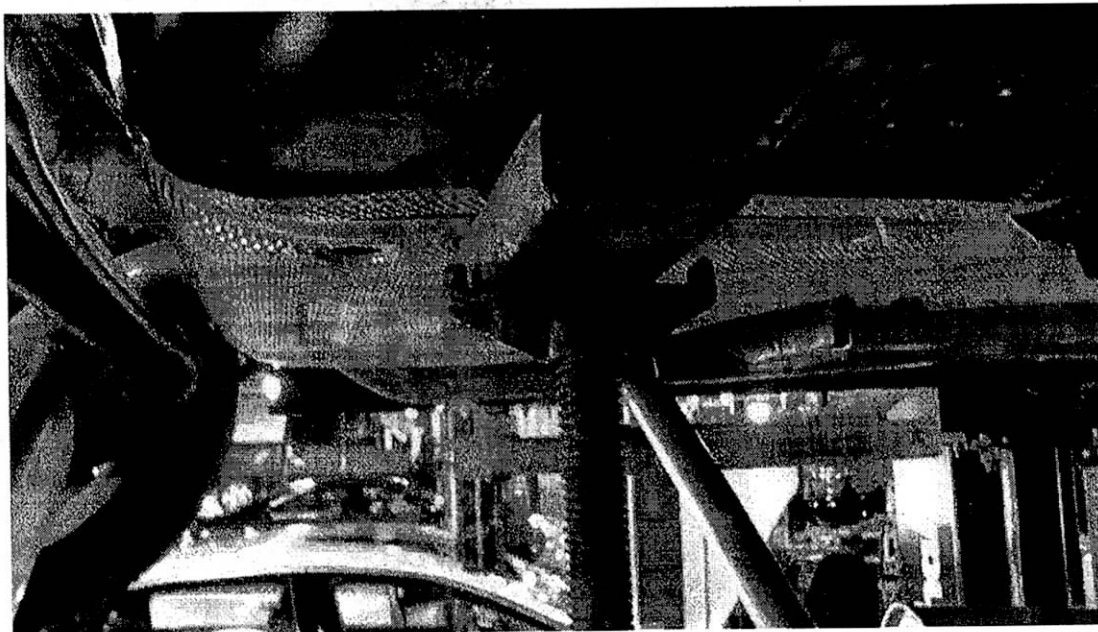


14. Place a jack under the equalizer beam support.
15. Remove the two equalizer beam support bolts.
16. Discard the equalizer beam support bolts.



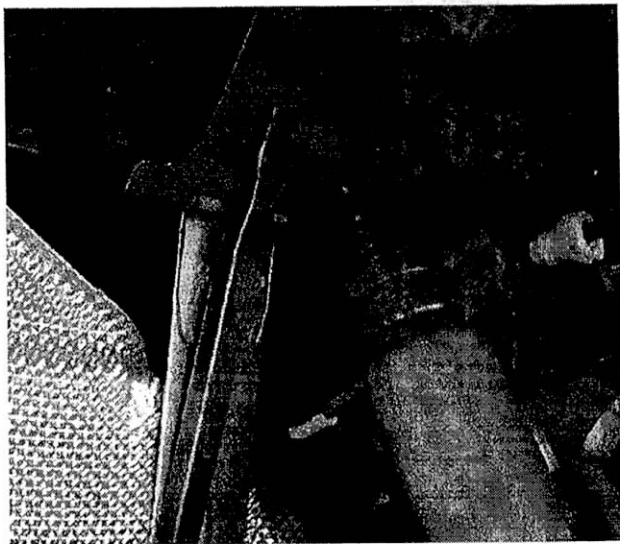
2877013

- 17. Lower equalizer beam support.
- 18. Remove jack from equalizer beam support.



2877207

- 19. Place a jack under the fuel tank.



2877022

Note: A pry bar is required to close the gap between the tank strap bracket and floor pan. Use a pry bar for steps 20-20.3. Drill the two end holes on the bracket first. Install the bolts and nuts into the two end holes of the tank strap bracket. Refer to steps 21 and 22. Perform steps 20.5-20.7 for the center tank strap bracket hole AFTER the bolts have been installed into the two end tank strap bracket holes.

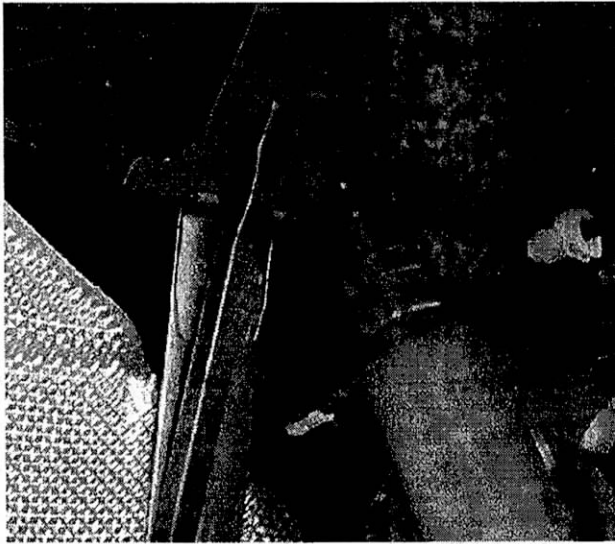
20. Drill three holes into each tank strap bracket.



2877039

20.1 Center punch the tank strap bracket two end hole locations before drilling the 3mm (1/8 in) pilot holes.

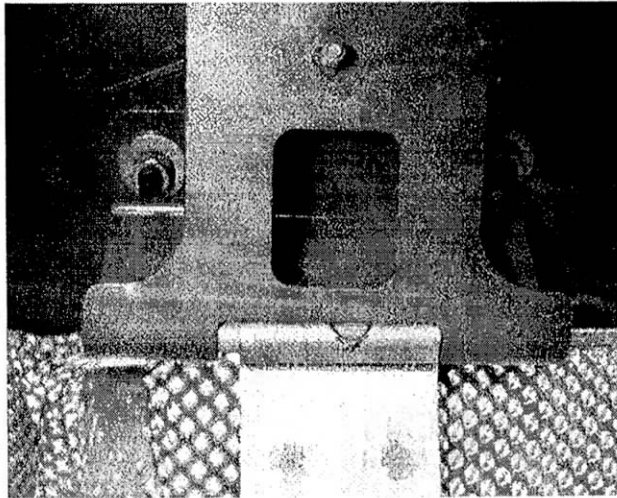
Caution: To increase the useful life of the drill bit, drill the holes into the vehicle body at a low speed. The appropriate drill speed will allow the drill bit to cut into the metal efficiently. The drill bit will remove metal chips or metal shavings from the high strength steel quickly if the appropriate drill speed is used. Ensure the drill used at a low speed. Wear eye protection.



2877022

20.2 Drill two 3mm (1/8 in) pilot holes into the two tank strap bracket end hole locations.

20.3 Drill two 6.75mm (17/64 in) holes through the two pilot holes.



2876989

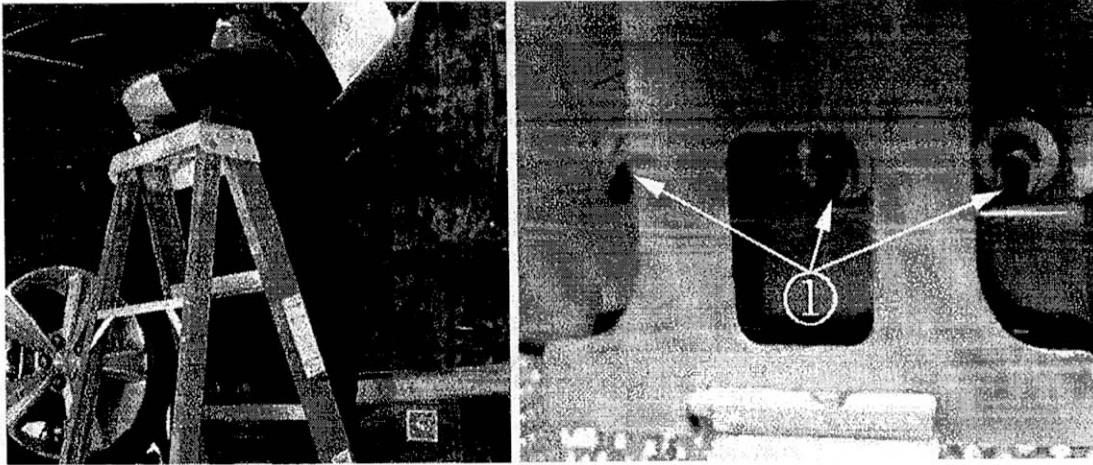
20.4 Proceed to steps 21 and 22 to install the bolts and nuts into the two tank strap bracket end hole locations.

20.5 Center punch the tank strap bracket center hole location before drilling the 3mm (1/8 in) pilot holes.

20.6 Drill one 3mm (1/8 in) pilot hole into the tank strap bracket center hole location.

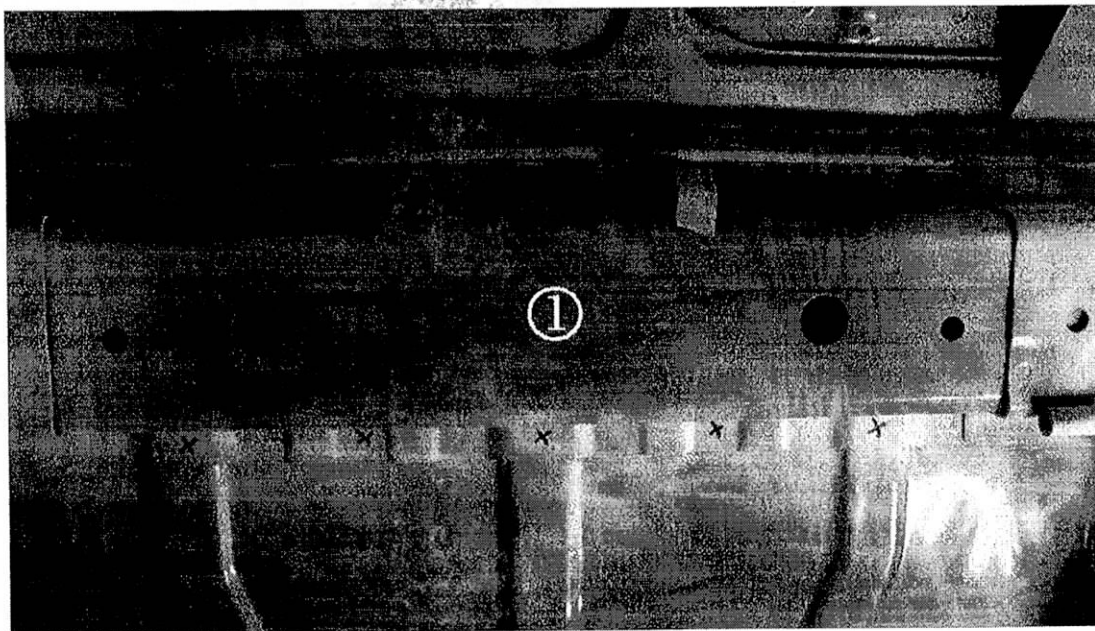
20.7 Drill one 6.75mm (17/64 in) hole into the tank strap center hole location.

21. Apply GM Super Lube[®], to the exterior and interior side of holes.



Note: Step 22 requires two technicians. One technician must sit in the back seat area of the vehicle. Use a ladder to gain access to the vehicle. Install the bolts from inside of the vehicle. Locate the holes and insert the bolts. The technician under the vehicle will install the nuts and tighten the fasteners to 10 Nm (89-lb-in).

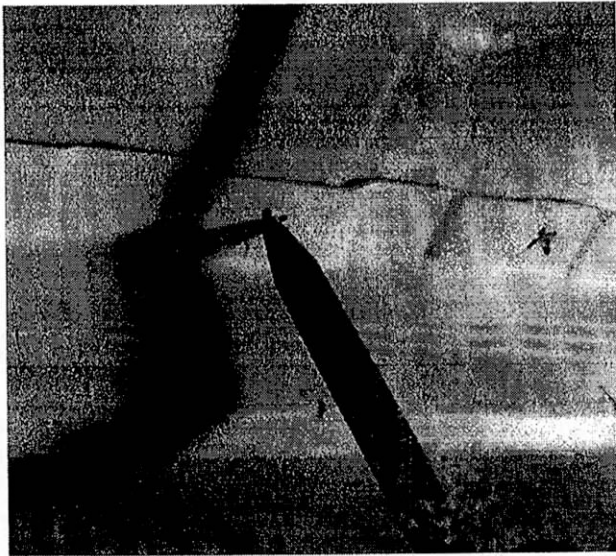
22. Secure fuel tank strap bracket with bolts and nuts (1).



Caution: To avoid damaging the brake line, unclip the brake line and secure it away from the work area of the floor pan. Avoid cutting or damaging the brake line with the drill.

Caution: To increase the useful life of the drill bit, drill the holes into the vehicle body at a low speed. The appropriate drill speed will allow the drill bit to cut into the metal efficiently. The drill bit will remove metal chips or metal shavings from the high strength steel quickly if the appropriate drill speed is used. Ensure the drill used at a low speed. Wear eye protection.

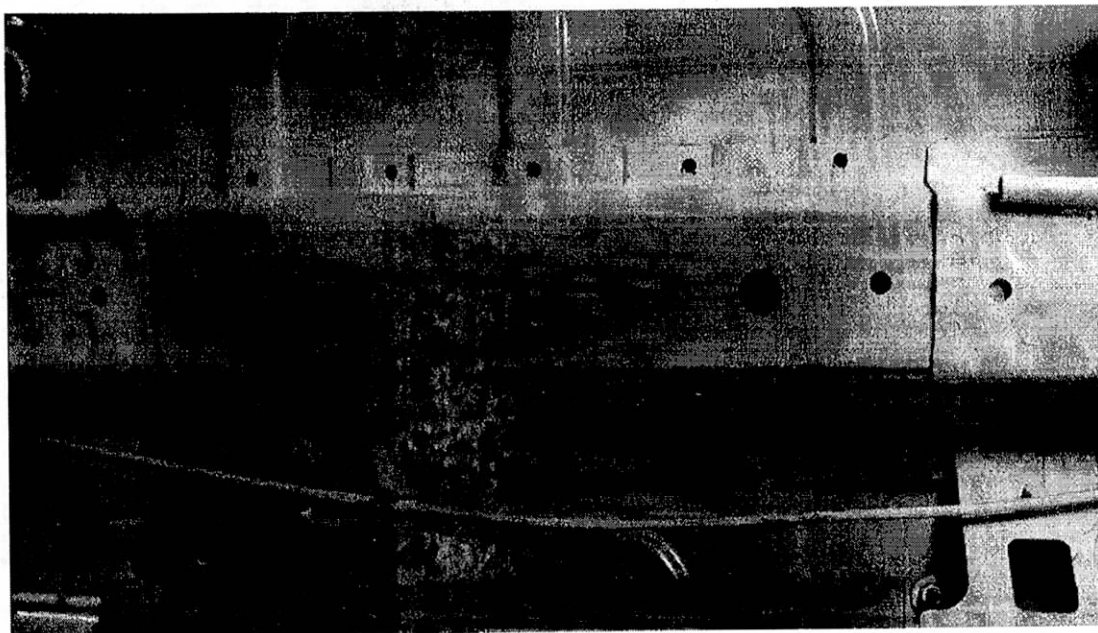
23. Drill 10 holes into 5 bar location (1). Refer to illustration for hole locations. Hole locations are marked with a black "X". View from underside of vehicle.



2877045

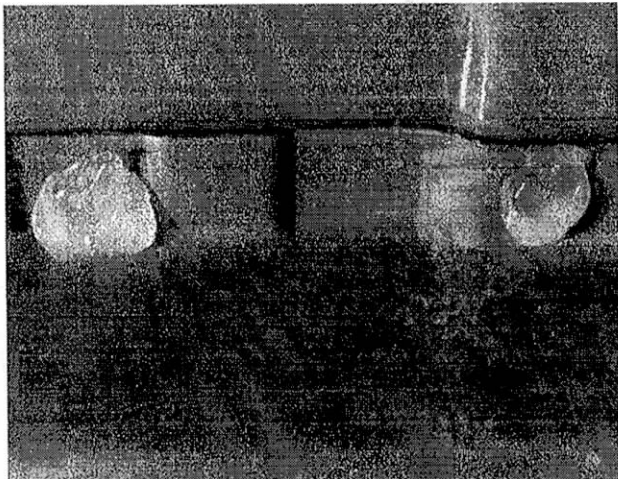
23.1 Center punch the 5 bar hole locations before drilling the 3mm (1/8 in) pilot holes.

23.2 Drill ten 3mm (1/8 in) pilot holes into the 5 bar location of the floor pan.



2876997

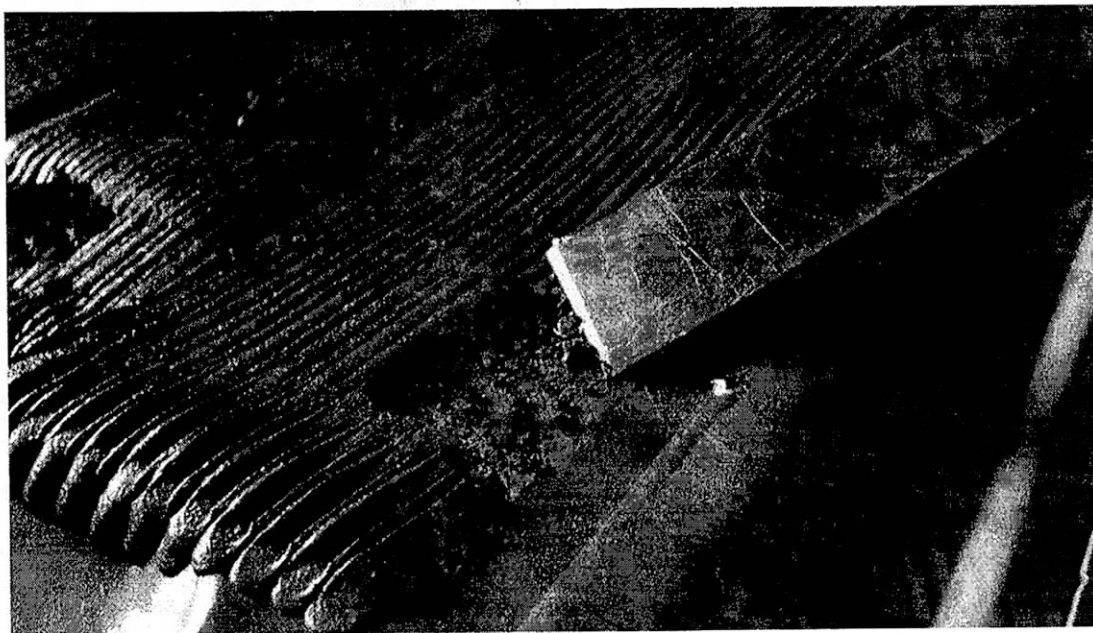
23.3 Drill ten 6.75mm (17/64 in) holes into the 5 bar location of the floor pan.



2877166

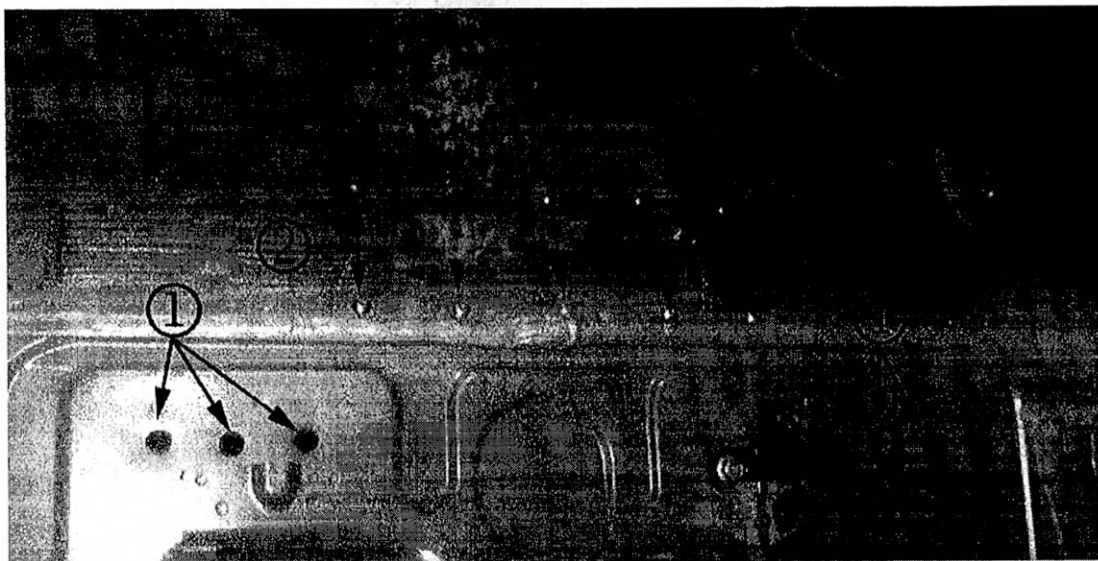
24. Apply GM Super Lube[®] to the exterior and interior sides of the 10 holes.

25. Use a ladder to gain access to the rear seat area of the vehicle.



2877069

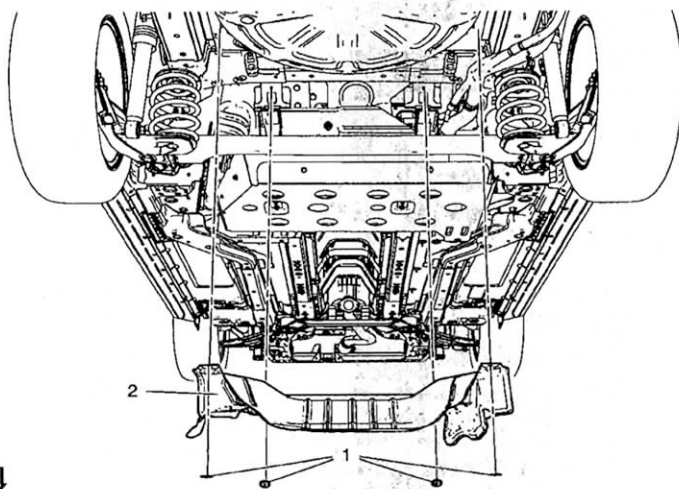
26. Remove material around drilled holes.



2877059

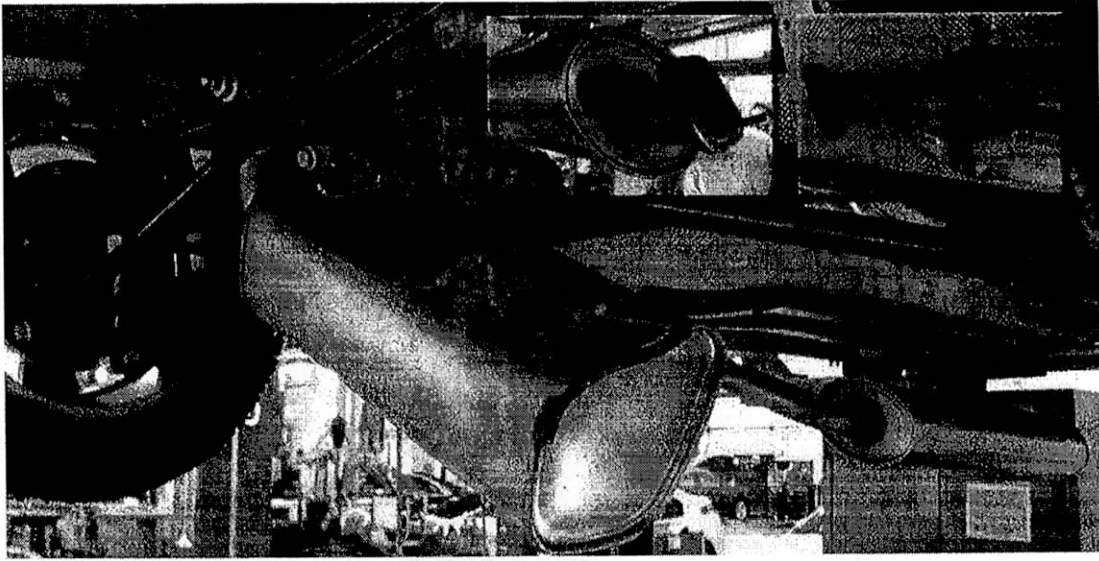
(1) Tank Strap Bracket Bolts (2) Rivets

27. Install 10 rivets (2) into the 10 holes in the 5 bar location. Install the rivets from inside of the vehicle.
28. Remove jack from fuel tank.



2027913

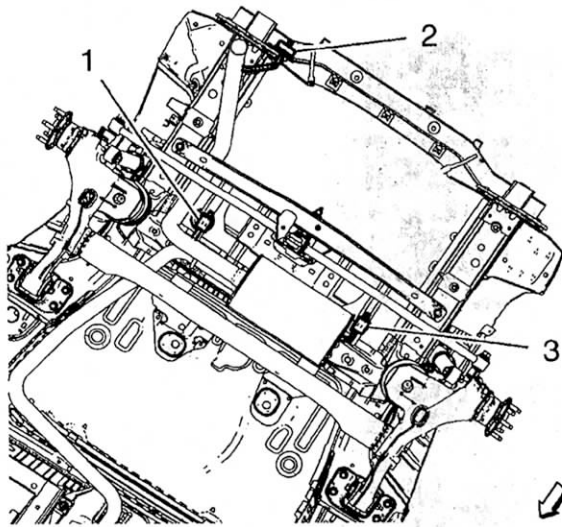
29. Install muffler heat shield. Refer to *Exhaust Rear Muffler Heat Shield Replacement* in SI.



2877018

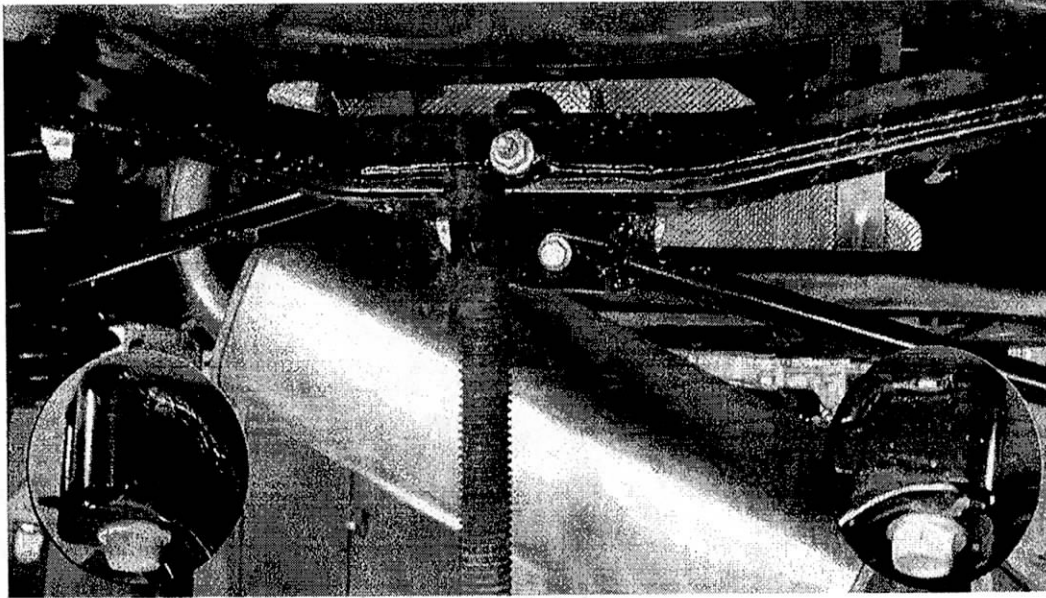
Caution: Support the exhaust system to install the exhaust pipe and muffler.

- 30. Install new exhaust flange gasket.
- 31. Install rear exhaust pipe to exhaust flange.
- 32. Install exhaust front pipe to exhaust rear muffler nuts.



2192347

- 33. Tighten rear exhaust muffler from suspension points (1, 2, 3).



2877017

34. Install equalizer beam support. Use new bolts.
35. Tighten equalizer beam support bolts to 100 Nm (74 lb-ft).
36. Lower vehicle.
37. Install the rear seat. Refer to *Rear Seat Replacement (60 Percent Seat)* and *Rear Seat Replacement (40 Percent Seat)* and *Rear Seat Cushion Replacement* in SI.
38. Install rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.

COURTESY TRANSPORTATION

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.

Labor Code	Description	Labor Time	Net Item
V2609	Inspect Fuel Tank Strap Bracket – No Further Action Required	0.2	N/A
V2610	Fuel Tank Strap Bracket and 5 Bar Repair (inc. inspection)	3.0	*

* The amount identified in "Net Item" should represent the actual price of the drill bits needed not to exceed \$16.00 USD, \$27.50 CAD.

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – For US (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.



Message View

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Product Safety

Date: 07/18/2012

Ref. number: Service / Field Action / G_0000141350

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

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
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

12081B bulletin.pdf Acrobat PDF (893.7KB)

Contact name: Loren Rusk

E-Mail: loren.rusk@gm.com

Department: Service - Brand Quality

Phone:

Intended roles: General Manager, New Vehicle Sales Manager, Parts Manager, Service Advisor, Service Manager
Used Vehicle Sales Manager, Warranty Administrator

Archives: 01/18/2013

Expires: 07/18/2013



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

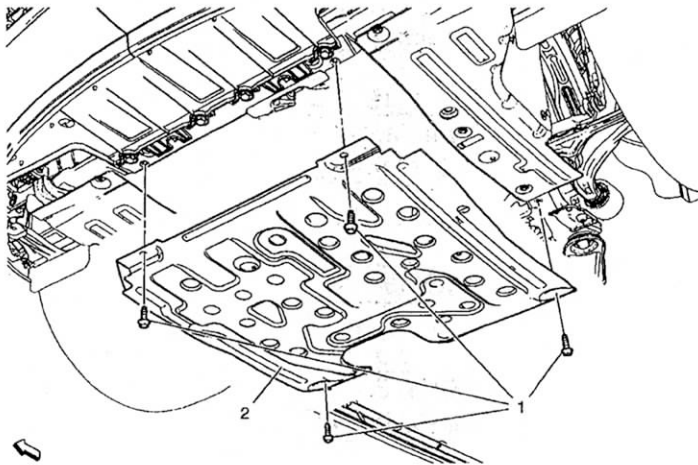
Vehicles with Automatic Transmission: No parts are required.

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) (manual vehicles only) (will service 8 vehicles)	1 (submit as Net Item)
19130464	STRAP, WRG HARN (manual vehicles only, if required)	1-6 (If Req'd)

SERVICE PROCEDURE

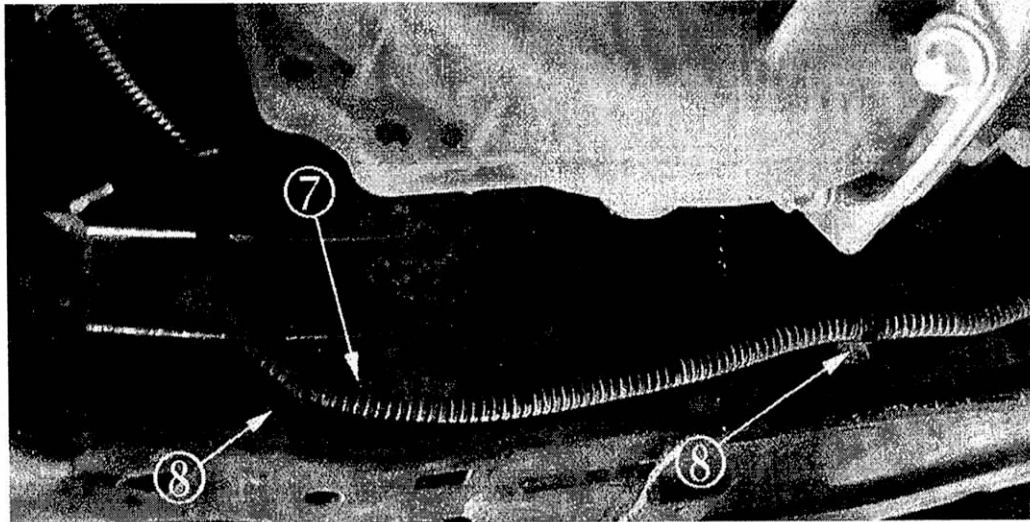
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



2190269

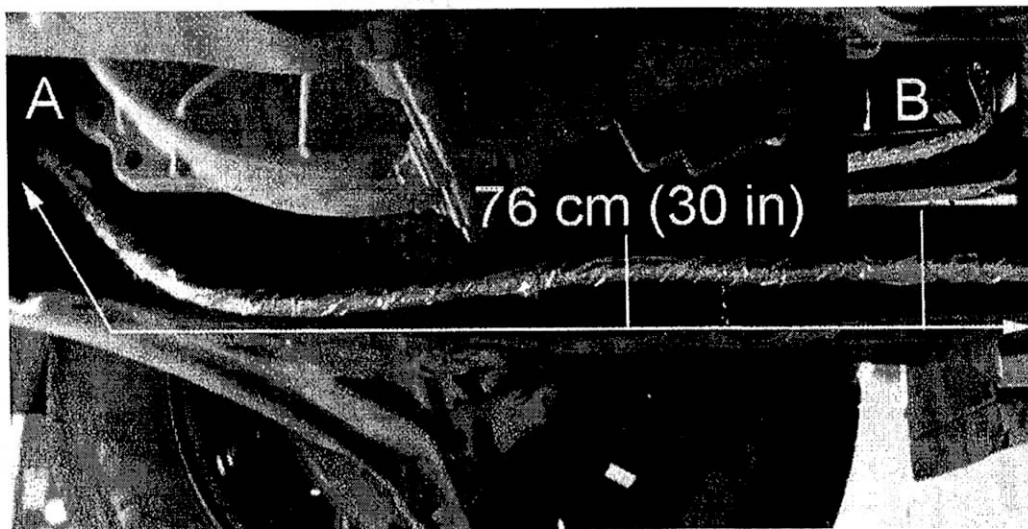
2. Remove the engine shield from the vehicle. Refer to *Engine Shield Replacement* in SI.
3. Place the engine shield on a work bench.

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).

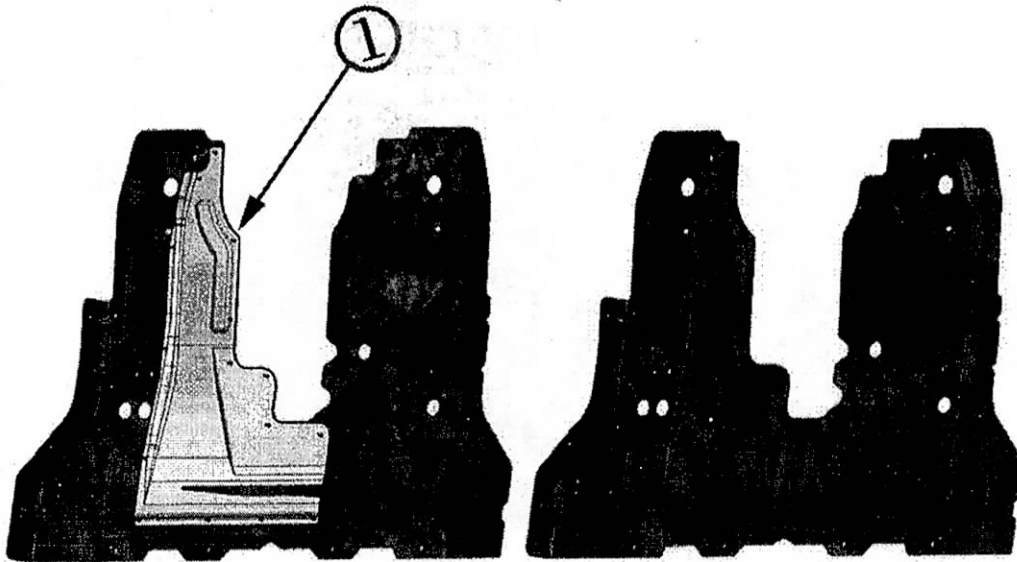


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7. Wrap the wire harness with tape, P/N 10184916. Begin wrapping the tape, P/N 10184916, at the rear portion of the wire harness (A) and finish wrapping the tape at the front portion of the wire harness (B). About a 76 cm (30 in) section of the wire 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.

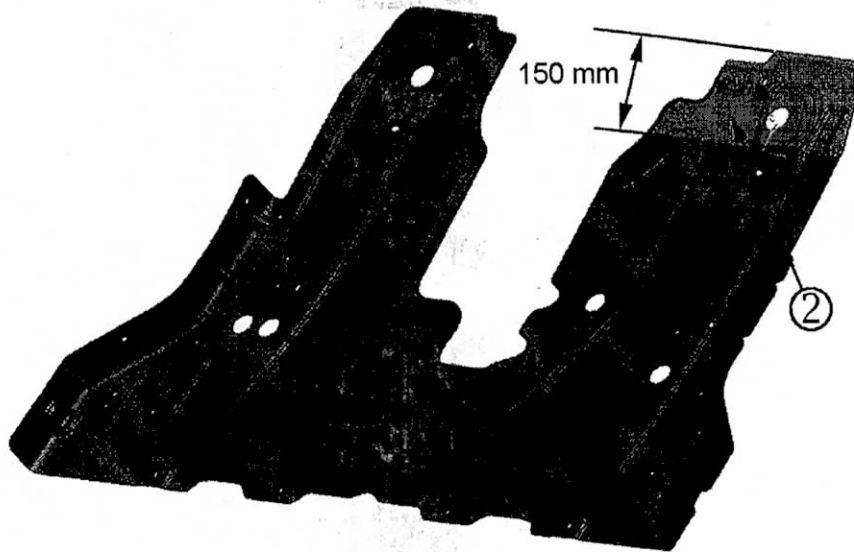
9. Modify the engine shield.



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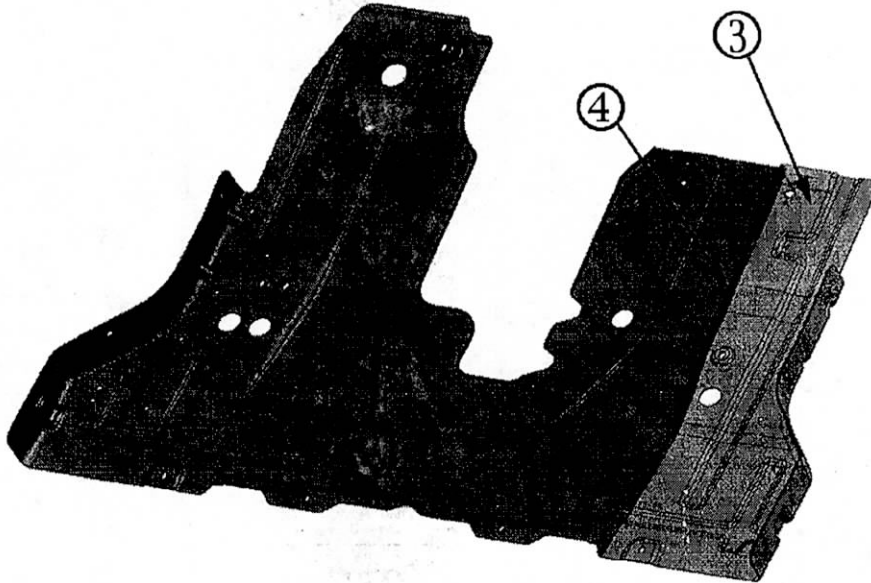
Warning: Carefully remove the foil with gloves and pry tool to avoid cutting your hands.

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



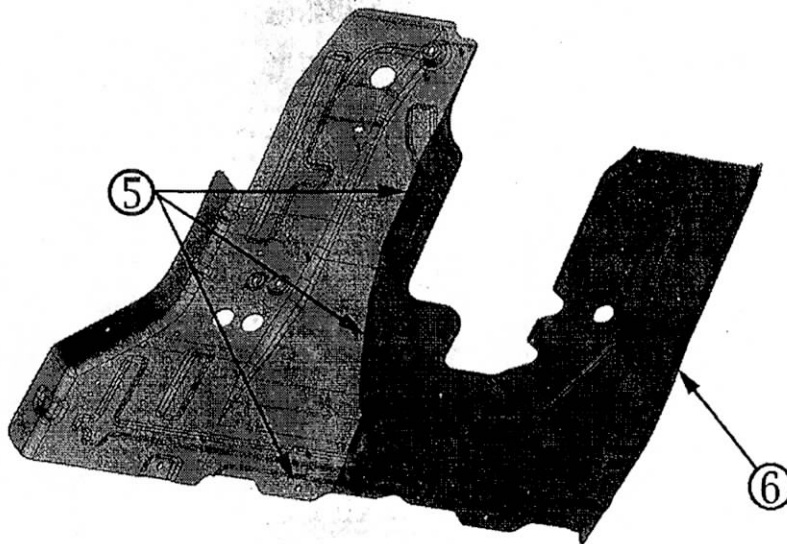
2863922

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.



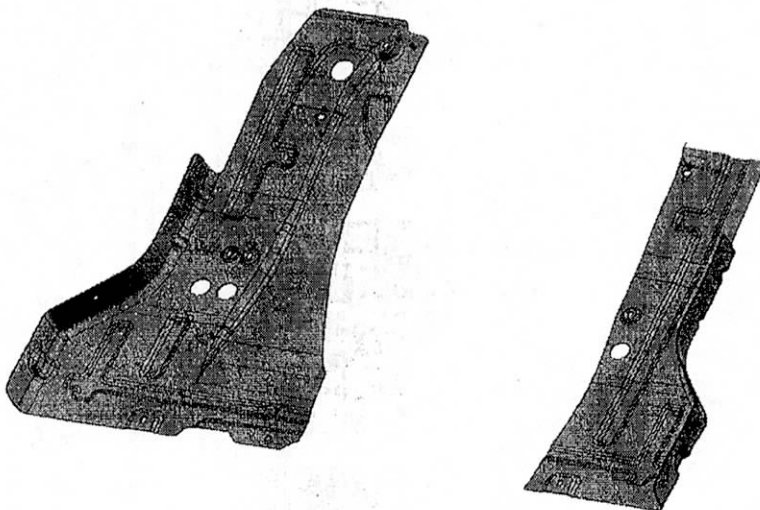
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- 9.3 Using a Sawzall or equivalent, cut the left side of the engine shield (3). Cut the engine shield along the feature line (4) from front to rear. Refer to illustration.



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.

Labor Code	Description	Labor Time	Net Item
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.

IMPORTANT

- 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 (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