



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 8, 2011

MS. CARMEN BENAVIDES
DIRECTOR, PRODUCT INVESTIGATIONS
AND SAFETY REGULATIONS
GENERAL MOTORS LLC
MAIL CODE: 480-210-2V1
30001 VAN DYKE ROAD
WARREN, MI 48090-9020

NVS-215dgl
11V-221

SUBJECT: STEERING WHEEL

DEAR MS. BENAVIDES:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
CHEVROLET/CRUZE/2011

NHTSA Campaign Number: 11V-221

Mfg's Report Date: April 6, 2011

Components: STEERING

Potential Number of Units Affected: 2,100

Summary:

GENERAL MOTORS IS RECALLING CERTAIN MODEL YEAR 2011 CHEVROLET CRUZE VEHICLES. DURING MANUFACTURING THE STEERING WHEEL COULD HAVE BEEN IMPROPERLY FASTENED AND MAY DETACH FROM THE STEERING COLUMN.

Consequence:

SHOULD THE STEERING WHEEL DETACH FROM THE STEERING COLUMN WHILE DRIVING, THE DRIVER COULD LOSE THE ABILITY TO STEER THE VEHICLE, INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL INSPECT TO ENSURE THAT THE STEERING WHEEL IS ASSEMBLED PROPERLY. THIS SERVICE WILL BE PERFORMED FOR YOU FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE APRIL 8, 2011. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438, OR AT THE OWNER CENTER AT [WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

Notes:

GM'S SAFETY RECALL NO. 11094. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have reviewed your proposed owner notification letter. Please strike all of the language in the first sentence of the third paragraph up until the second occurrence of the phrase "the steering column." The first parts of the sentence constitute a disclaimer that will discourage owners from seeking the free remedy and repairing their vehicles so that they do not continue to drive vehicles with this safety defect.

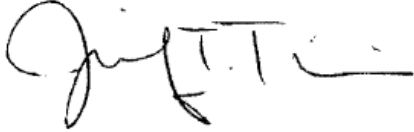
Please provide the following additional information and be reminded of the following requirements:

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

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement