



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 6, 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-270

SUBJECT: STEERING GEAR SHAFT

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-270

Mfg's Report Date: May 5, 2011

Components: STEERING: GEAR BOX: SHAFT SECTOR

Potential Number of Units Affected: 128,911

Summary:

GENERAL MOTORS IS RECALLING CERTAIN MODEL YEAR 2011 CHEVROLET CRUZE VEHICLES MANUFACTURED FROM OCTOBER 2, 2009, THROUGH APRIL 21, 2011. THE BOLT ATTACHING THE INTERMEDIATE STEERING SHAFT TO THE STEERING GEAR INPUT SHAFT MAY NOT HAVE BEEN PROPERLY INSTALLED.

Consequence:

THIS COULD ALLOW THE SHAFTS TO SEPARATE, RESULTING IN THE LOSS OF STEERING. LOSS OF STEERING CONTROL MAY INCREASE THE RISK OF A CRASH.

Remedy:

DEALERS WILL INSPECT, AND IF REQUIRED, REPAIR THE INTERMEDIATE SHAFT/STEERING GEAR ASSEMBLY TO ASSURE THE BOLT IS FULLY SEATED AND THE SHAFT PROPERLY ASSEMBLED. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438, OR WWW.GMOWNERCENTER.COM.

Notes:

GM'S SAFETY RECALL NO. 11149. 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).

Under 49 U.S.C. § 30120 (i), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle with a defect.

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

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

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 1-202-366-9525, 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