



May 5, 2011

11V-270  
(3 Pages)

Mr. Claude Harris  
Acting Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE – Room W45-306  
Washington, D.C. 20590

Dear Mr. Harris:

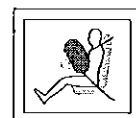
The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall for certain 2011 model year Chevrolet Cruze vehicles.

573.6(c)(1): Chevrolet Brand of General Motors Company

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 model year Chevrolet Cruze vehicles. On some of these vehicles, the bolt attaching the intermediate steering shaft to the steering gear input shaft may not have been properly installed. This could allow the joint to separate, resulting in the loss of steering. If this happens while the vehicle is moving, a crash could occur without prior warning.

573.6(c)(6): GM received one report on April 18, 2011 of an intermediate shaft separation. There was no crash as a result of this incident. Upon further investigation, it was discovered that the bolt used to secure the intermediate shaft had not been properly installed. The affected assembly plant held shipment of 5,024 vehicles until the inspection of these vehicles was completed on April 22, 2011. This inspection found no improperly fastened bolts. Plant procedures were also reviewed and additional controls were instituted on April 19, 2011. In addition, all data sources where GM would expect to find complaints specific to the steering intermediate shaft were reviewed. There were no claims for separations, but GM reviewed in detail warranty claims whose verbatims indicated the intermediate shaft bolt had been tightened. Most of the claims were determined to not be consistent with the condition. As part of this review, three vehicles were inspected. One vehicle was inspected on April 28, 2011 and showed no sign of the condition. On April 29, 2011 the two remaining vehicles were inspected. Both had indication of an improperly fastened bolt.



The issue was presented to the Field Performance Evaluation Review Committee and on May 4, 2011, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to inspect and if required, repair the intermediate shaft/steering gear assembly to assure the is bolt fully seated and shaft properly assembled.

GM will provide the dealer bulletin and owner letter mail dates when available.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): GM will provide copies of the dealer bulletin and owner letter when available.

Sincerely,



M. Carmen Benavides  
Director, Product Investigations  
and Safety Regulations

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Attachment

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) _____ (TO)</u>	<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	P	2011	128,911	10/02/2009 04/21/2011	Cruze	*

GM Total:

\* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): N/A

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