

The customer letter mailing will begin on April 7, 2011.

GM CUSTOMER CARE AND AFTERSALES
DCS2573
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 5, 2011

Subject: 11094 - Safety Recall
Steering Wheel Fastener Inspection

Models: 2011 Chevrolet Cruze

To: All Chevrolet Dealers

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

General Motors is announcing Safety Recall 11094 today. The total number of U.S. vehicles involved is approximately 2,100.

Some of the vehicles involved in this safety recall were previously included in the Stop Delivery Order addressed in PIE0158, Steering System Survey (SI Document # 2610089). This PI will be removed from the SI system tomorrow; however, labor operations E9543 and E9544 will remain open until April 20, 2011. Please make sure all outstanding warranty transactions are submitted for payment before that date.

All inventory vehicles included in PIE0158 that did not have the required inspection performed are being transferred to this safety recall. Please see the attached bulletin for details. Also attached to this message are some anticipated Questions and Answers to assist you with customer inquiries.

Customer Letter Mailing

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Global Warranty Management (GWM)

The "Investigate Vehicle History" (GMVIS2) link on the GWM application within GM GlobalConnect will be updated April 6, 2011. A list of involved vehicles is attached to this message.

Please hold all warranty transactions until tomorrow, April 6, 2011.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available April 7, 2011.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

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