



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Intermediate Steering Shaft Separation

**MODELS:** 2011 Chevrolet Cruze

The Part Information section in this bulletin has been revised. Prior to contacting the Product Quality Center (PQC), dealers are to email the PQC a photograph of the lower intermediate shaft bolt. See the Note Statement in the Part Information section for details. Please discard all copies of bulletin 11149B, issued May 2011.

### CONDITION

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.

### CORRECTION

Dealers are to inspect and ensure that the intermediate steering shaft is installed properly.

### VEHICLES INVOLVED

Involved are **certain** 2011 model year Chevrolet Cruze vehicles.

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles may be involved.

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

Due to the small number of vehicles expected to require replacement of the I-shaft and steering gear, parts can only be ordered from the Product Quality Center (PQC) when inspection determines that it is necessary to replace the I-shaft and steering gear. Orders placed without PQC approval will automatically cancel.

**Note: Prior to contacting the Product Quality Center (PQC), take a photograph of the lower intermediate shaft bolt, similar to the “B” portion of the photograph provided before Step 1 in the service procedure, and email the picture and the information below to [tacsnapshot@gm.com](mailto:tacsnapshot@gm.com). The email message "Subject" must include, the campaign number, dealership BAC code, and full vehicle identification number (VIN). The body of the email must include a dealer contact name and telephone number. GM will confirm receipt of the email. Parts may be ordered after emailing the required information to [tacsnapshot@gm.com](mailto:tacsnapshot@gm.com).**

**Note: All replaced steering gears, I-shafts, and the lower I-shaft bolts are to be returned to the Warranty Parts Center (WPC). Please hold parts until a WPC Return Request is received.**

Part Number	Description	Quantity/Vehicle
13364134*	Shaft, Inter Strg	1 (If Req'd)
13372109*	Gear, Strg (w/Motor)	1 (If Req'd)
11571223*	Bolt, Inter Strg Shf	2 (If Req'd)

\* Less than 1% of vehicles will require replacement. Do not place orders until the inspection indicates that replacement is required.

SERVICE PROCEDURE

**(A) Lower Intermediate Steering Shaft Bolt Fully Seated**

**(B) Lower Intermediate Steering Shaft Bolt NOT Seated**

**(1) Lower Intermediate Steering Shaft Bolt.**

1. Inspect the intermediate steering shaft for a fully seated lower intermediate steering shaft bolt. Refer to the illustration. Portion “A” of the illustration shows a fully seated bolt. Portion “B” of the illustration shows a bolt that is not fully seated.
  - If the lower intermediate steering shaft bolt is fully seated and tightened to minimum of 25 N•m (18 lb-ft), proceed to Step 3.
  - If the lower intermediate steering shaft bolt is NOT fully seated, replacement of the intermediate steering shaft, intermediate shaft bolts and steering gear is required. Refer to the “B” portion of the illustration. Proceed to Step 2.

**Note:** All replaced steering gears, I-shafts, and the lower I-shaft bolts are to be returned to the Warranty Parts Center (WPC). Please hold parts until a WPC Return Request is received.

2. Replace the steering gear and intermediate steering shaft. Refer to *Steering Gear Replacement* and *Intermediate Steering Shaft Replacement* in SI. Proceed to Step 3 after completing repairs.
3. Turn the ignition to the ON/RUN position with the engine off.

4. Turn the steering wheel from stop-to-stop (left to right) to determine if there is excessive lash or a clunking noise produced in the upper or lower portions of the intermediate shaft. In addition, with two hands equally spaced on the steering wheel, firmly pull up and push down on the steering wheel to determine if there is excessive lash or a clunking noise produced from the steering wheel, steering column or intermediate shaft.
  - If excessive lash is not present and the steering assembly does not produce a clunking noise, no further action is required.
  - If excessive lash or a clunking noise is present, refer to diagnostic information in SI to diagnose and repair the steering assembly. Submit a warranty transaction for repairs and diagnostic time not related to the I-shaft inspection or I-shaft and steering gear replacement.

### 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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
V2430	I-Shaft Inspection Only	0.2
V2431	Replace I-Shaft and Steering Gear (inc inspection & wheel alignment)	2.9

### 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.



May 2011

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 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 11149.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

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.

### What will we do?

Your GM dealer will inspect and ensure that the intermediate steering shaft is installed properly. 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 inspection time of approximately 15 minutes. If repairs are required, an additional 2 hours and 45 minutes will be needed.

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>.

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  
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Customer and Relationship Services