



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. Additionally, General Motors has decided that these vehicles may fail to conform to Federal Motor Vehicle Safety Standard 102, Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect, and Standard 114, Theft Protection and Rollaway Prevention. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### **IMPORTANT**

- Your 2011 model year Chevrolet Cruze, is involved in safety recall 11142 and recall 11149.
- Schedule an appointment with your Chevrolet 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.

In addition, your vehicle may have been built with a transmission shift linkage that is not properly seated. If the linkage is not properly seated, the PRNDL shift lever may not accurately reflect the position of the transmission gear. With this condition, you could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. You may not be able to restart the vehicle and the vehicle could roll away after you have exited the vehicle, resulting in a possible crash without prior warning.

#### **What will we do?**

Your GM dealer will inspect and ensure that the intermediate steering shaft is installed properly. Your dealer will also inspect the position of the transmission shift linkage, and if necessary, realign the linkage. 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 55 minutes. If repairs are required, an additional 2 hours and 45 minutes will be needed.

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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  
General Director,  
Customer and Relationship Services