

General Motors is recalling approximately 2,100 Chevrolet Cruze 2011 models to inspect for an improperly fastened steering wheel after recently discovering one Cruze with the condition. There was no crash or injuries associated with that vehicle.

Q1. Is the Cruze safe to drive?

A1. GM believes that this is an isolated incident, and we have inspected more than two thousand vehicles to be certain. However, if any owner of a vehicle in this build population has a concern about driving the vehicle to a dealer for inspection, they can contact a GM dealership which will assist them in getting the vehicle to the dealership.

Q2. How was this issue discovered?

A2. The daughter of a Cruze owner driving on March 14 experienced the separation of the steering wheel from the column. She was able to guide the vehicle to the side of the road. There was no crash and no one was injured.

Q3. What happened in assembly that allowed this to happen to a customer?

A3. Our investigation suggests that an incorrect steering wheel was originally fastened on the steering column of this vehicle during assembly. When the mistake was discovered, the wheel was removed and replaced but the steering wheel was not properly fastened to the column.

Q4. What prevents this condition from occurring again?

A4. Changes have been made to the assembly process so that the tool used to fasten the steering wheel cannot operate if an incorrect part number is read by the tool's scanner. In the event any repair is needed, this will be performed in a repair station using the appropriate procedure for documentation and verification.

Q5. What will the dealer inspection involve?

A5. We are confirming that the steering wheel is properly fastened to the steering column.

Q6. What about the customer that this happened to?

A6. The owner has said she is willing to accept another General Motors vehicle in place of this vehicle. We are pleased she is staying in the GM family.

Q7. Did the NHTSA order this recall?

A7. We informed NHTSA of this single event and told the agency of our on-going inspection of vehicles. After further discussion, GM decided to conduct a safety recall.

Q8. Why did you issue a Stop Sale order on vehicles but not immediately conduct a recall?

A8. As mentioned, GM believes this is an isolated incident. We inspected more than 2,100 vehicles at the assembly plant and found no issues. Additionally, in order to confirm our findings, we asked GM dealers to immediately inspect vehicles in their possession and inform GM engineering of the results. To date, GM has inspected more than 650 vehicles at dealerships with no issues.