



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Steering Wheel Fastener Inspection

MODELS: 2011 Chevrolet Cruze

The vehicles involved in this safety recall were previously included in PIE0158. PIE0158 will be closed and all vehicles that did not have the inspection performed will be transferred to this safety recall.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, may exist in **certain** 2011 model year Chevrolet Cruze vehicles. In the unlikely event that an assembly plant repair procedure results in an improperly fastened steering wheel, the steering wheel may come loose from the steering column. If this were to happen while the vehicle was moving, the driver could lose the ability to steer the vehicle, potentially leading to a crash.

CORRECTION

Dealers are to inspect and ensure that the steering wheel is assembled properly.

VEHICLES INVOLVED

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

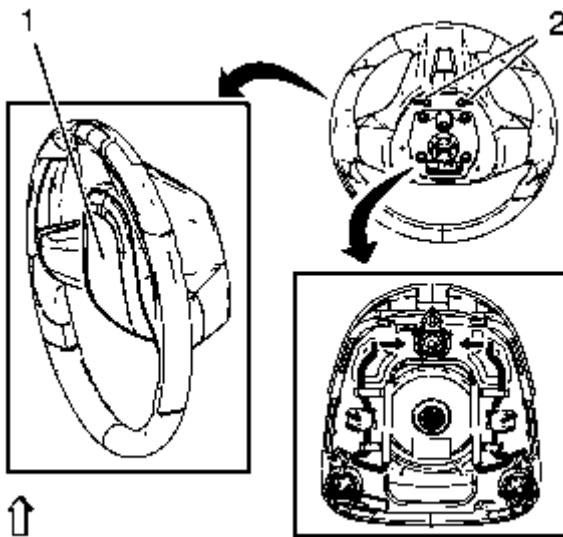
Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
11610164*	Bolt, Strg Whl	1 (If Req'd)

* **NO vehicles are expected to require a steering wheel bolt.**

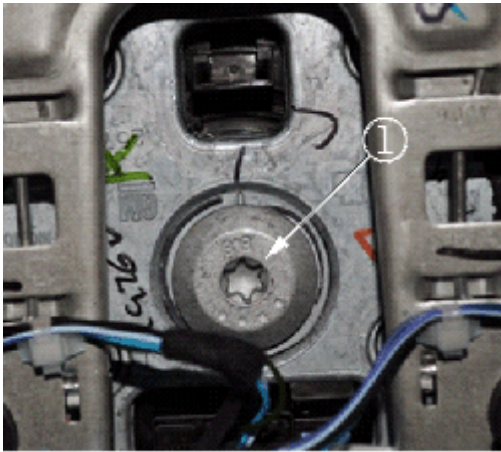
SERVICE PROCEDURE

1. Start the vehicle and rotate steering wheel to position the access holes above the steering column. Place the ignition in the OFF position.
2. Disconnect the negative battery cable to disable the supplemental inflatable restraint (SIR) system. Refer to Battery Negative Cable Disconnection and Connection in SI.
3. Remove the steering column upper trim cover. Refer to Steering Column Upper Trim Cover Replacement in SI.



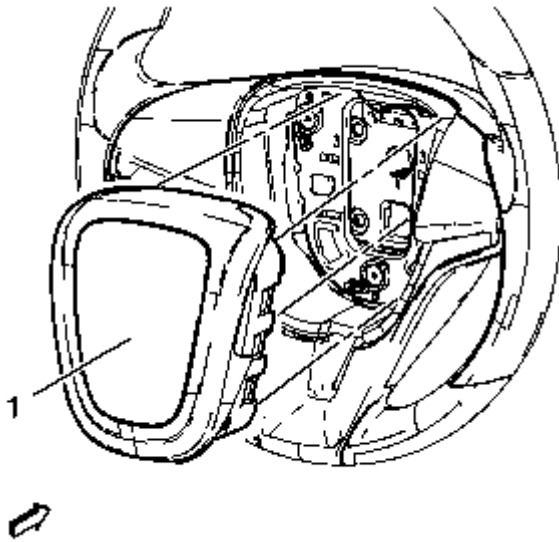
2189273

4. Insert suitable tools to the openings (2) on both sides of the steering wheel (1).
5. Release the springs in direction of the arrows.
6. Remove Driver Airbag Module (DAB). DO NOT disconnect the two yellow electrical connectors.



2609569

7. Inspect the hub area of the steering wheel for the attachment bolt (1).
 - If the attachment bolt (1) is NOT present, install a new attachment bolt, P/N 11610164. Apply Medium Strength Threadlocker — Blue Loctite® 242 (or equivalent) to the attachment bolt threads and tighten the bolt to 30 N·m (23 lb-ft). Proceed to Step 8 after installing the new attachment bolt.
 - If the attachment bolt is present, proceed to Step 8.
8. Reinstall DAB by aligning the two attachment pins to the steering wheel square holes.



2189274

9. Push the DAB (1) firmly into the steering column in order to engage the fasteners. Ensure yellow connector wires are routed properly and are not pinched.
10. Install the steering column upper trim cover. Refer to Steering Column Upper Trim Cover Replacement in SI.
11. Connect the negative battery cable. Refer to Battery Negative Cable Disconnection and Connection in SI.

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.

Labor Code	Description	Labor Time
V2414	Steering System Inspection Only - No Further Action Req'd	0.3
V2415	Steering System Inspection & Fastener Replacement - Use this labor code only if a fastener is replaced.	0.3

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.



April 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, may exist in certain 2011 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.

I M P O R T A N T

- Your vehicle is involved in safety recall 11094.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In the unlikely event that an assembly plant repair procedure was performed on your vehicle, and it resulted in an improperly fastened steering wheel, the steering wheel may come loose from the steering column. If this were to happen while the vehicle was moving, you could lose the ability to steer the vehicle, potentially leading to a crash.

What will we do?

Your GM dealer will inspect to ensure that the steering wheel is assembled 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 20 minutes.

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. If you are concerned about driving your vehicle to your dealer for inspection, you can contact the dealership and they will assist you in getting the vehicle to the dealership.

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	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
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