



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Front Brake Pad Missing

**MODELS:** 2012 Chevrolet Sonic

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012 model year Chevrolet Sonic vehicles. On some of these vehicles, the front brake inner or outer pad may be missing. A missing pad could result in reduced brake system performance, require a longer distance to stop the vehicle, and produce a noise when the brakes are applied. If stopping distance is increased, a vehicle crash could occur.

### CORRECTION

Dealers are to inspect the front brakes for missing inner or outer pads. If a brake pad is missing on a vehicle in dealer inventory, dealers are to install new inner and outer pads and, as necessary, install a new brake caliper assembly and/or brake rotor. If a brake pad is missing on a vehicle delivered to the customer, dealers are to install new inner and outer pads, a new brake caliper, and a new brake rotor.

### VEHICLES INVOLVED

Involved are **certain** 2012 model year Chevrolet Sonic 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

A very small number of vehicles are expected to require parts. If the inspection determines that parts are required, they 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.

SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

**Note:** Tire removal is not required to inspect for the inboard and outboard brake pads.

2. Determine if the inboard and outboard brake pads are present on both front wheels.

- If the front inboard and outboard brake pads are present, no further action is required.

**Note:** Customer-owned vehicles require a caliper, rotor and pad replacement if pad(s) are missing. Dealer Inventory vehicles require an inspection of the rotor and caliper if pad(s) are missing. Replace only the damaged parts of the brake system.

- If any of the front brake pads are not present, replace them and any other damaged front brake system components. Refer to the appropriate brake system service procedure 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	Net Item
V2526	Inspect Front Brake Pads - No Further Action Required	0.2	N/A
V2527	Inspect & Replace Brake Pad(s) (inc brake bleed) (vehicles in dealer inventory)	1.0	N/A
	Add: Replace Each Rotor	0.5	
	Add: Replace Each Caliper	0.7	
V2528	Inspect & Replace Brake Pad(s), Rotor, Caliper (inc brake system bleed) (customer vehicles)	1.8	N/A
	Add: Replace Second Rotor & Caliper	1.2	

## CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle.

### 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. 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.



January 2012

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 2012 model year Chevrolet Sonic 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 11354.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

The front brake inner or outer pad may be missing. A missing pad could result in reduced brake system performance, require a longer distance to stop the vehicle, and produce a noise when the brakes are applied. If stopping distance is increased, a vehicle crash could occur.

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

Your GM dealer will inspect the front brakes for a missing inner or outer pad. If a brake pad is missing, your dealer will install new inner and outer pads, a new brake caliper, and a new rotor. 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 any of the brake pads are missing, another 1 hour and 50 minutes to 3 hours will be required.

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

GM Recall #11354