



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Potential Missing Welds in Rear Compartment

**MODELS:** 2011-2012 Chevrolet Cruze

The Part Information and Service Procedure sections in this bulletin have been revised. The replacement of the gasket is not required. A copy of the customer letter has also been added to this bulletin. Please discard all copies of bulletin 12133, issued June 2012.

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2011 and 2012 Chevrolet Cruze vehicles. Welds may have been omitted that affect the fuel tank strap secondary bracket attachments. With this condition, the Cruze meets all federal safety requirements but failed an internal GM test requirement. Certain severe side impact crashes could result in fuel leakage.

### CORRECTION

Dealers are to inspect for missing welds. If the vehicle is missing welds, dealers are to secure the bracket attachments with fasteners.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

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.

**Important: It is estimated that less than 250 of involved vehicles will have omitted welds and require parts. Please order parts accordingly.**

Part Number	Description	Quantity/Vehicle
11609341	BOLT	6
11589282 or 11519082	BOLT	2
11514517	NUT	6
11561547	RIVET	10
12371287 - US 10953437 - CN	LUBRICANT, SYNTHETIC MULTI-PURPOSE	1
Obtain Locally	1/8" (3.17 mm) Cobalt Drill Bit	2 (submit as Net Item)
Obtain Locally	17/64" (6.75 mm) Cobalt Drill Bit	2 (submit as Net Item)

SERVICE PROCEDURE

**Note:** The following tools are required to complete the service procedure in this bulletin:

- A compact quality drill
- Drill bits that will drill through high strength steel
- A pneumatically powered pop rivet gun that accepts 6.35 mm (¼ in), 4.76 mm (3/16 in), 3.96 mm (5/32 in) and 3.17 mm (1/8 in) rivets. This tool is available at multiple discount tool providers, such as Harbor Freight Industrial.

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

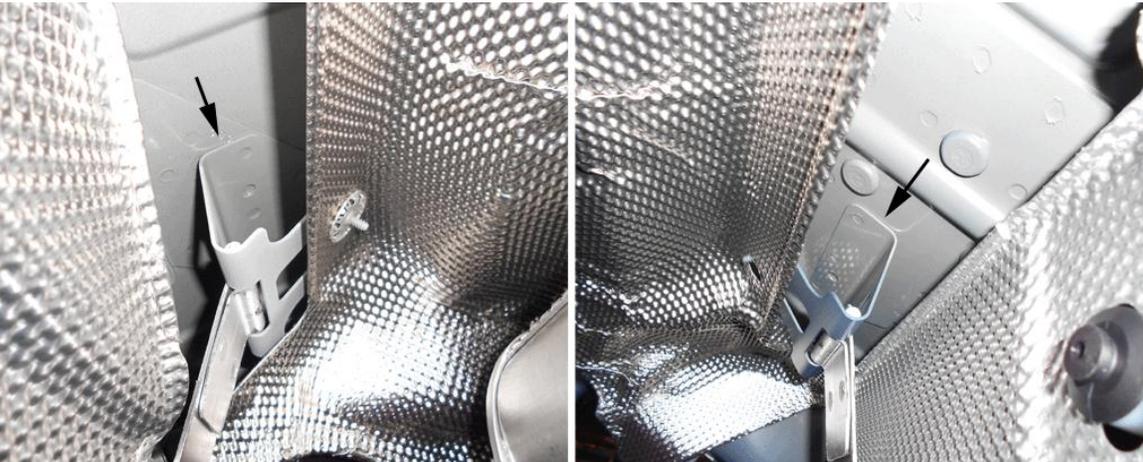


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2. Locate the fuel tank strap brackets (1).

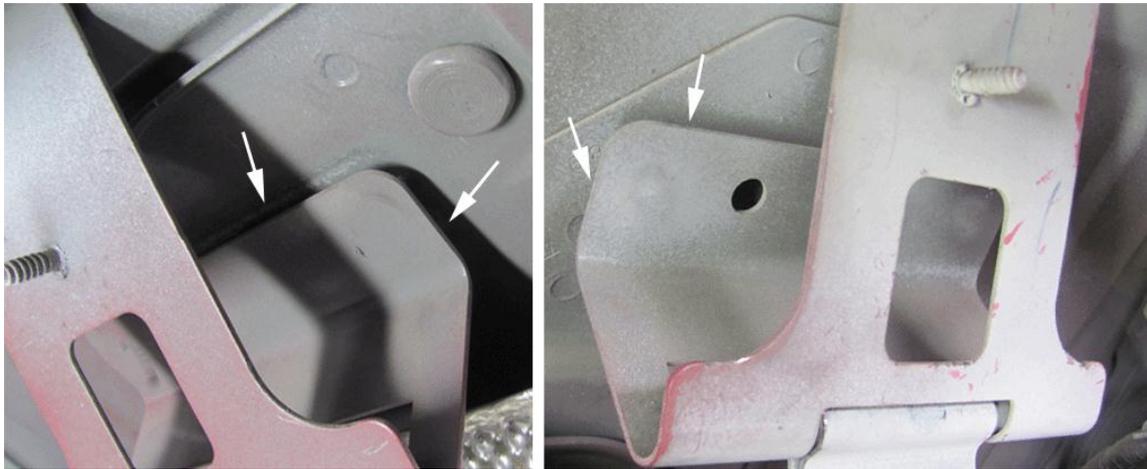
**Note:** The fuel tank strap must be spot welded flush to the floor pan to pass the inspection. Fuel tank straps that have been MIG welded to the floor pan **MUST** be repaired.

3. Determine if the fuel tank strap brackets are flush against the floor pan. Verify weld type if weld is present.



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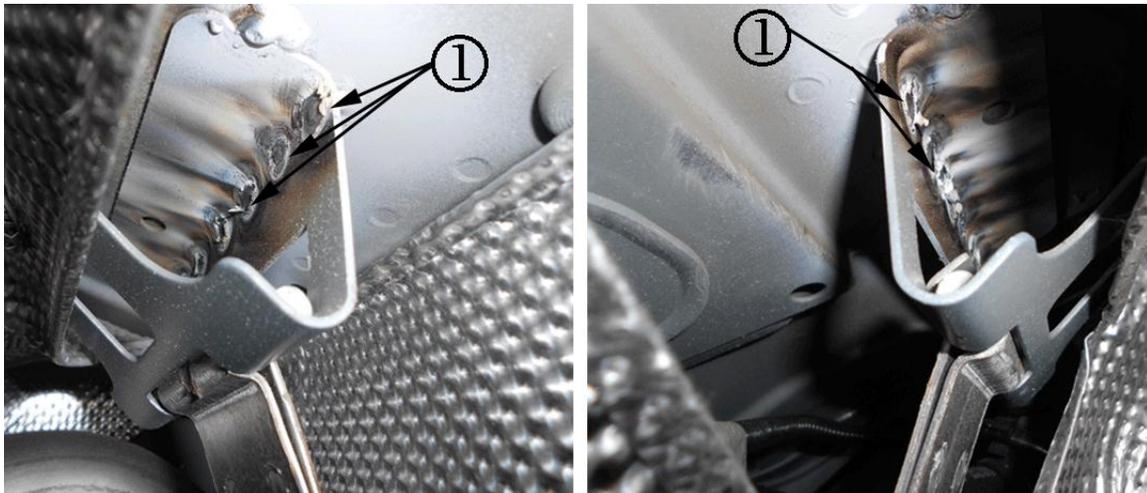
- If the fuel tank strap brackets are spot welded flush to the floor pan, no further action is required. Lower the vehicle. Refer to illustration. Arrow indicates fuel tank strap bracket to floor pan contact point.



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**Note:** If you cannot determine if there is a gap visually, use a business card or feeler gage to determine if there is a gap between the floor pan and fuel tank strap bracket.

- If you can see a gap between the fuel tank strap bracket and floor pan, the spot weld is missing, proceed to step 4. Refer to illustration. Arrow indicates fuel tank strap bracket to floor pan contact. Illustration show a gap between the fuel tank strap bracket and floor pan.



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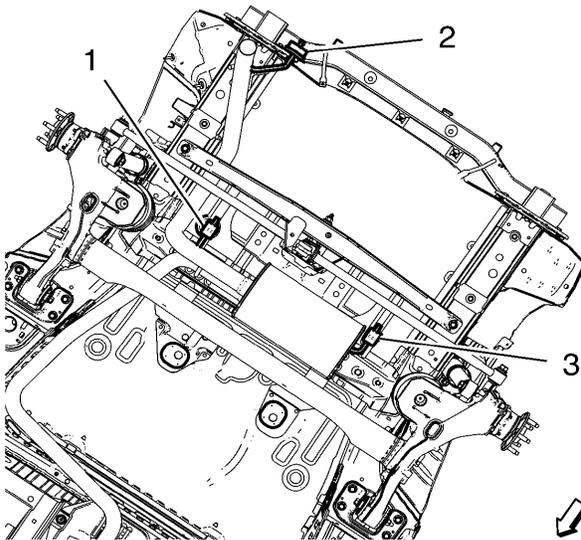
- If the fuel tank strap bracket is MIG welded (1) to the floor pan, proceed to step 4. Refer to illustration. Arrow indicates MIG welds and fuel tank strap bracket to floor pan contact. MIG welded fuel tank strap brackets require the service repair in this bulletin.

4. Lower the vehicle.
5. Remove rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.
6. Remove the rear seat. Refer to *Rear Seat Replacement (60 Percent Seat)* and *Rear Seat Replacement (40 Percent Seat)* and *Rear Seat Cushion Replacement* in SI.
7. Raise and support vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



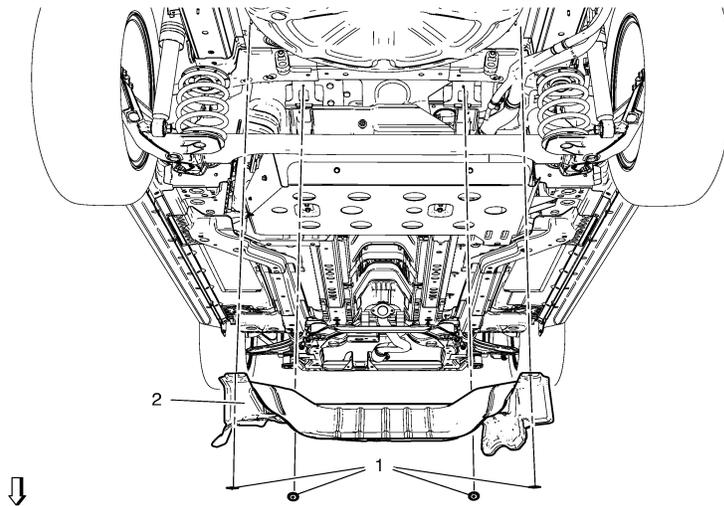
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8. Remove exhaust front pipe to exhaust rear muffler nuts.
9. Remove rear exhaust pipe from flange.
10. Remove and retain flange gasket.



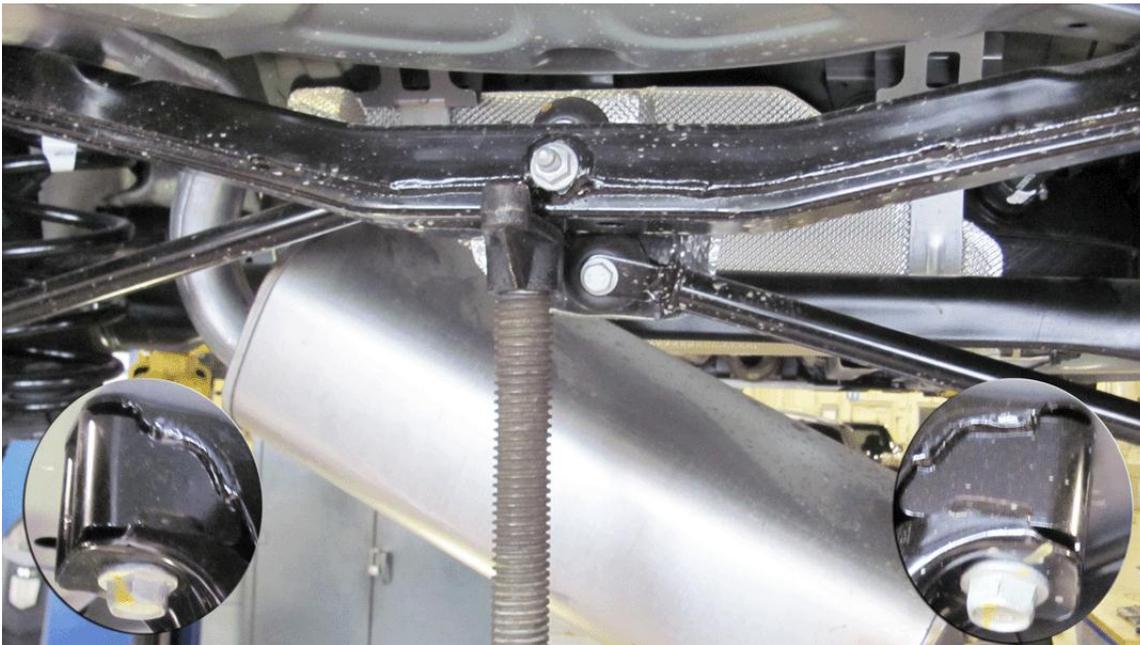
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11. Loosen rear exhaust muffer from suspension points (1, 2, 3).
12. Lower and support the exhaust as required.



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13. Remove muffler heat shield (2). Refer to *Exhaust Rear Muffler Heat Shield Replacement* in SI.



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14. Place a jack under the equalizer beam support.
15. Remove the two equalizer beam support bolts.
16. Discard the equalizer beam support bolts.



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- 17. Lower equalizer beam support.
- 18. Remove jack from equalizer beam support.



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- 19. Place a jack under the fuel tank.



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**Note:** A pry bar is required to close the gap between the tank strap bracket and floor pan. Use a pry bar for steps 20-20.3. Drill the two end holes on the bracket first. Install the bolts and nuts into the two end holes of the tank strap bracket. Refer to steps 21 and 22. Perform steps 20.5-20.7 for the center tank strap bracket hole AFTER the bolts have been installed into the two end tank strap bracket holes.

20. Drill three holes into each tank strap bracket.



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20.1 Center punch the tank strap bracket two end hole locations before drilling the 3mm (1/8 in) pilot holes.

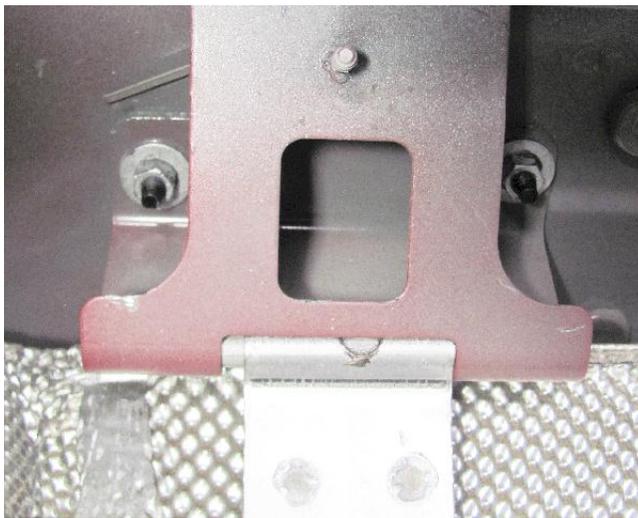
**Caution:** To increase the useful life of the drill bit, drill the holes into the vehicle body at a low speed. The appropriate drill speed will allow the drill bit to cut into the metal efficiently. The drill bit will remove metal chips or metal shavings from the high strength steel quickly if the appropriate drill speed is used. Ensure the drill used at a low speed. Wear eye protection.



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20.2 Drill two 3mm (1/8 in) pilot holes into the two tank strap bracket end hole locations.

20.3 Drill two 6.75mm (17/64 in) holes through the two pilot holes.



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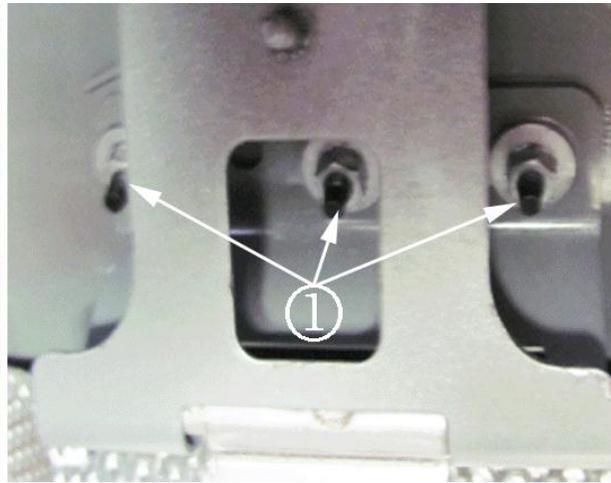
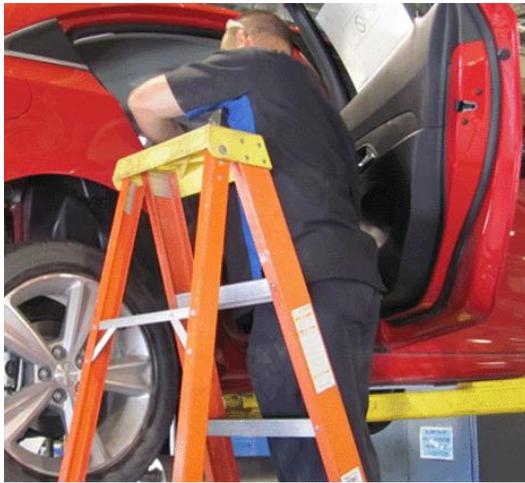
20.4 Proceed to steps 21 and 22 to install the bolts and nuts into the two tank strap bracket end hole locations.

20.5 Center punch the tank strap bracket center hole location before drilling the 3mm (1/8 in) pilot holes.

20.6 Drill one 3mm (1/8 in) pilot hole into the tank strap bracket center hole location.

20.7 Drill one 6.75mm (17/64 in) hole into the tank strap center hole location.

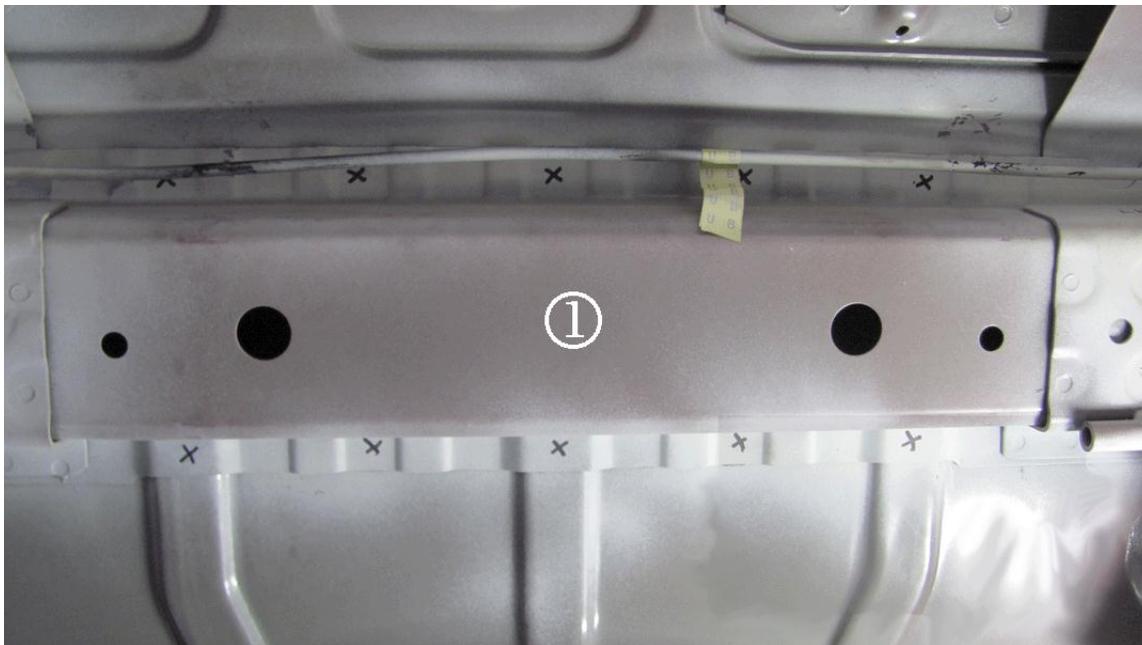
21. Apply GM Super Lube<sup>®</sup>, to the exterior and interior side of holes.



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**Note:** Step 22 requires two technicians. One technician must sit in the back seat area of the vehicle. Use a ladder to gain access to the vehicle. Install the bolts from inside of the vehicle. Locate the holes and insert the bolts. The technician under the vehicle will install the nuts and tighten the fasteners to 10 Nm (89-lb-in).

22. Secure fuel tank strap bracket with bolts and nuts (1).

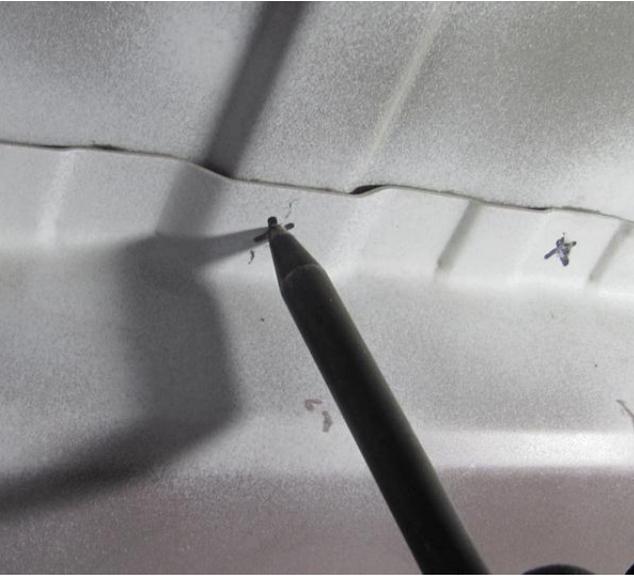


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**Caution:** To avoid damaging the brake line, unclip the brake line and secure it away from the work area of the floor pan. Avoid cutting or damaging the brake line with the drill.

**Caution:** To increase the useful life of the drill bit, drill the holes into the vehicle body at a low speed. The appropriate drill speed will allow the drill bit to cut into the metal efficiently. The drill bit will remove metal chips or metal shavings from the high strength steel quickly if the appropriate drill speed is used. Ensure the drill used at a low speed. Wear eye protection.

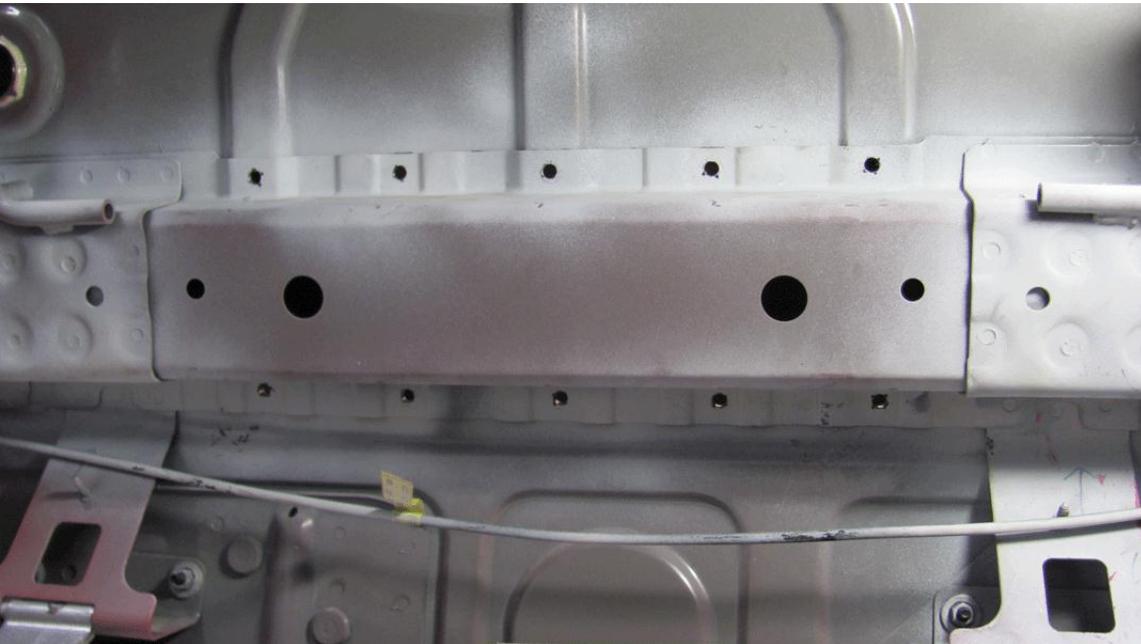
23. Drill 10 holes into 5 bar location (1). Refer to illustration for hole locations. Hole locations are marked with a black "X". View from underside of vehicle.



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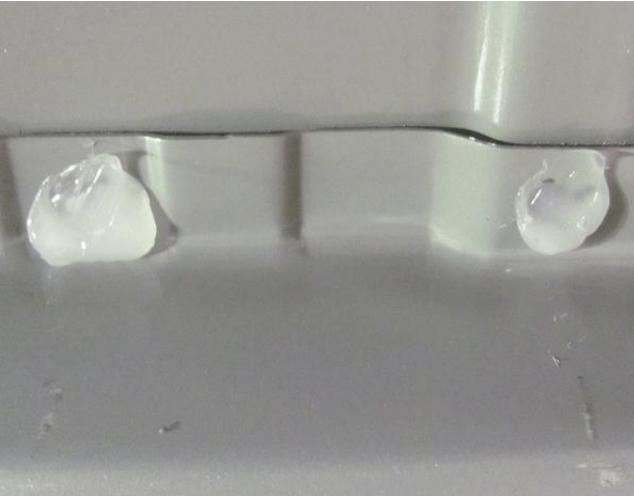
23.1 Center punch the 5 bar hole locations before drilling the 3mm (1/8 in) pilot holes.

23.2 Drill ten 3mm (1/8 in) pilot holes into the 5 bar location of the floor pan.



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23.3 Drill ten 6.75mm (17/64 in) holes into the 5 bar location of the floor pan.



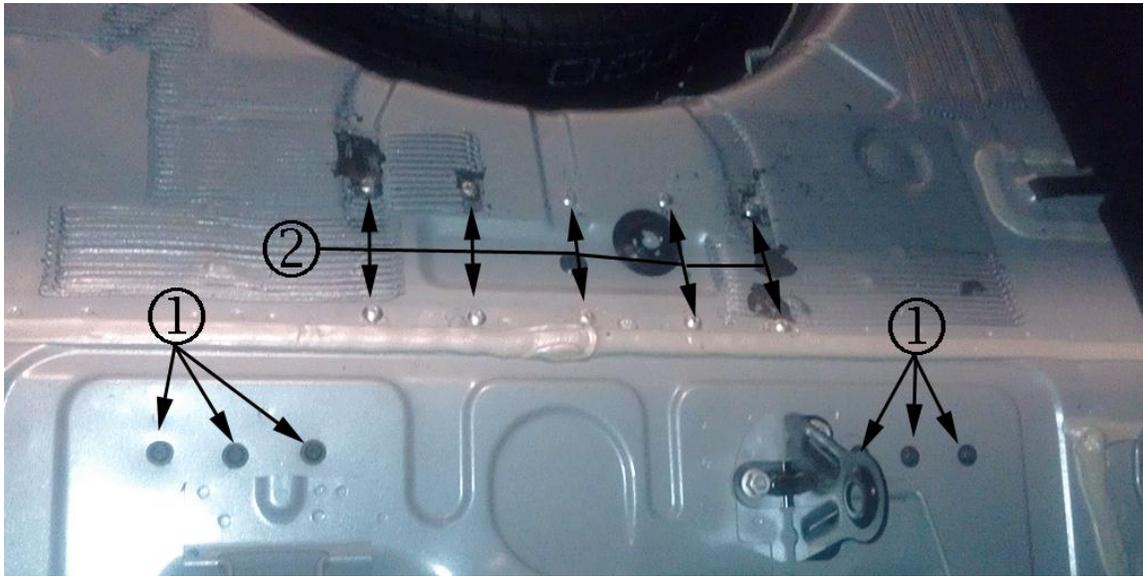
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- 24. Apply GM Super Lube<sup>®</sup> to the exterior and interior sides of the 10 holes.
- 25. Use a ladder to gain access to the rear seat area of the vehicle.



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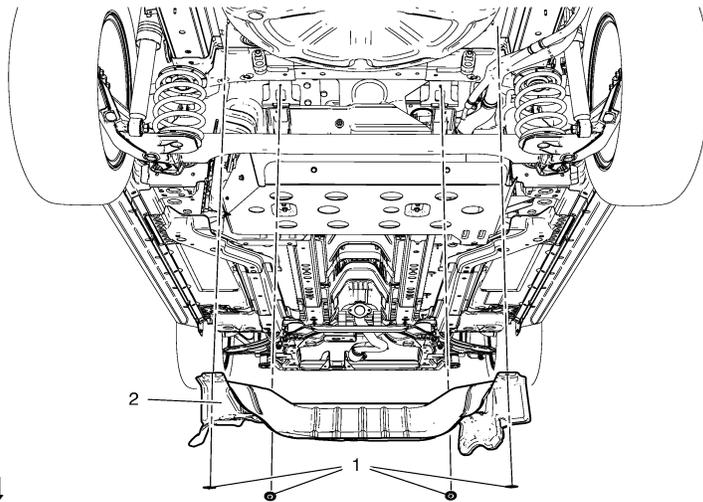
- 26. Remove material around drilled holes.



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(1) Tank Strap Bracket Bolts (2) Rivets

- 27. Install 10 rivets (2) into the 10 holes in the 5 bar location. Install the rivets from inside of the vehicle.
- 28. Remove jack from fuel tank.



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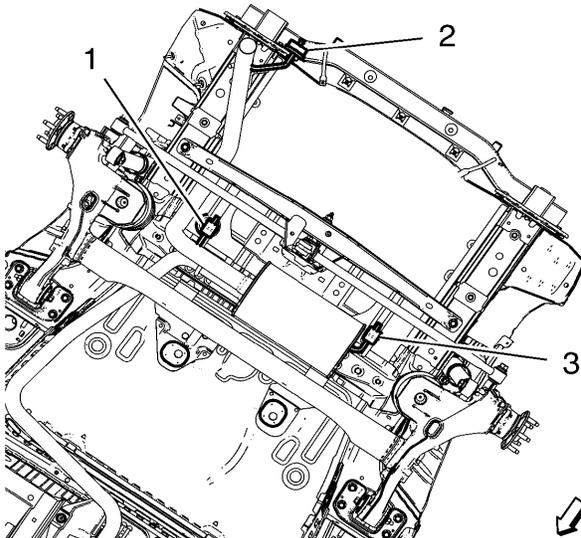
- 29. Install muffler heat shield. Refer to *Exhaust Rear Muffler Heat Shield Replacement* in SI.



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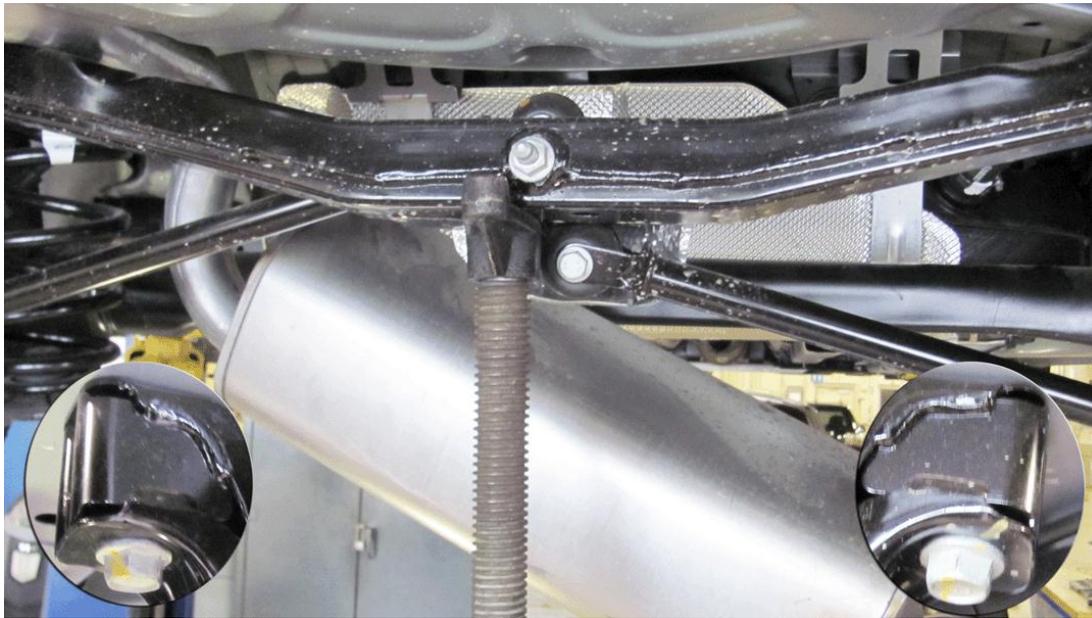
**Caution:** Support the exhaust system to install the exhaust pipe and muffler.

30. Install exhaust flange gasket.
31. Install rear exhaust pipe to exhaust flange.
32. Install exhaust front pipe to exhaust rear muffler nuts.



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33. Tighten rear exhaust muffler from suspension points (1, 2, 3).



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34. Install equalizer beam support. Use new bolts.
35. Tighten equalizer beam support bolts to 100 Nm (74 lb-ft).
36. Lower vehicle.
37. Install the rear seat. Refer to *Rear Seat Replacement (60 Percent Seat)* and *Rear Seat Replacement (40 Percent Seat)* and *Rear Seat Cushion Replacement* in SI.
38. Install rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* 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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2609	Inspect Fuel Tank Strap Bracket – No Further Action Required	0.2	N/A
V2610	Fuel Tank Strap Bracket and 5 Bar Repair (inc. inspection)	3.0	*

\* The amount identified in “Net Item” should represent the actual price of the drill bits needed not to exceed \$16.00 USD, \$27.50 CAD.

## 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.



July 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 2011 and 2012 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.

## **I M P O R T A N T**

- Your vehicle is involved in safety recall 12081 and 12133.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

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

Welds may have been omitted that affect the fuel tank strap secondary bracket attachments. With this condition, the Cruze meets all federal safety requirements but failed an internal GM test requirement. The fuel tank could come loose in a crash, possibly allowing fuel to leak from the tank. A fuel leak in the presence of an ignition source could result in a fire.

Spilled or dripping oil (such as after an oil change) may collect in the engine shield (belly pan) near hot engine or exhaust system surfaces. As a result, the oil and the engine shield may ignite and burn.

In addition, on vehicles with a manual transmission, continuing to drive with a completely worn clutch may cause hydraulic fluid to be expelled from the clutch housing vent hole. Under certain circumstances, the fluid could be burning as it exits the vent hole. If the burning fluid contacts the engine shield, the shield may ignite and burn.

Either engine shield condition could result in an engine compartment fire, which may cause property damage and/or personal injury.

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

Your GM dealer will inspect for missing welds and if any are found, your dealer will secure the bracket attachments with fasteners.

Your dealer will also modify the engine shield to prevent fluid from contacting the shield. If your vehicle has a manual transmission, a protective tape will be applied to the electronic power steering wire harness.

This will all 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 service correction time of

approximately 55 minutes to 3 hours and 30 minutes, depending on what the inspection determines.

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>. The National Highway Traffic Safety Administration Campaign ID Numbers for these recalls are 12V288 and 12V289.

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 #12133/12081