



IMPORTANT SAFETY RECALL

December 2014

This notice applies to your vehicle, **VIN:** _____.

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.

IMPORTANT

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

General Motors recently discovered a data system issue which may have caused some current owners of vehicles -- that were originally purchased by fleet buyers in the U.S. and Canada -- to not receive certain recall communications from GM. This issue may have prevented prior letters concerning this recall from reaching you, which is why you are receiving this letter. We have corrected our data system and apologize for any delay in providing this letter to you.

In cooperation with the National Highway Traffic Safety Administration (NHTSA) we recommend that you check your vehicle identification number periodically at the GM recall website (<https://recalls.gm.com>) or at NHTSA's website (<https://vinrcl.safercar.gov/vin/>), where you can find the most up-to-date recall information for your vehicle.

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 Chevrolet 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 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 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 Chevrolet 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.



Jeffrey M. Boyer
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Global Vehicle Safety