



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Front Axle Right Half Shaft Fracture

**MODELS:** 2013-2014 Chevrolet Cruze  
Equipped with 1.4L Turbo Engine (LUV) and Manual Transmission  
(MF3/MR5)

**Vehicles involved in this safety recall were placed on stop delivery September 11, 2013. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2014 model year Chevrolet Cruze vehicles, equipped with a 1.4L turbo engine (LUV) and manual transmission (MF3/MR5). The interconnecting tubular bar on the front right axle half shaft on some of these vehicles may not meet GM specification and could fracture and separate. If this occurs while driving the vehicle, steering and braking control would be maintained; however, the vehicle would lose power to the wheels and would coast to a stop. If a vehicle with a fractured half shaft is parked on an incline without the parking brake applied, the vehicle could move unexpectedly, resulting in a possible crash or injury to pedestrians.

### CORRECTION

Dealers are to replace the half shaft.

### 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.

Part Number	Description	Quantity/Vehicle
13371620	SHAFT, FRT WHL DRV HALF	1
11611964	WASHER, FRT WHL DRV SHF	1
19258728	PLUG, TRANS OIL DRN	1
11518632	BOLT	1
19259104 – US 19259105 - CN	FLUID, M/TRANS (70W)	2

### SERVICE PROCEDURE

1. Remove the right side front wheel drive shaft. Refer to *Front Wheel Drive Shaft Replacement --- Right Side* in SI.

**Note:** The outer tie rod nut, drive shaft nut and lower ball joint-to-knuckle nut can be re-used. This information supersedes the information in SI. Do NOT use a new tie rod nut, drive shaft nut or lower ball joint-to-knuckle nut unless the fastener is damaged on removal. Apply GM Teflon Pipe and Thread Sealant (P/N 12346004, USA and P/N 10953480, Canada) to the threads of the new fluid drain plug.

2. Install a new right side front wheel drive shaft. Refer to *Front Wheel Drive Shaft Replacement --- Right Side* in SI.

### FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

### 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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100169	Replace Front Wheel Drive Shaft	1.0	N/A
9100170	Floor Plan Reimbursement	N/A	*

\* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (September 11, 2013) to the date the repair is completed and the vehicle is ready for sale (not to exceed 31 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2013 Chevrolet Cruze	\$ 2.82	\$2.20
2014 Chevrolet Cruze	\$ 2.90	\$2.25

### 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)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.



October 2013

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 2013 and 2014 model year Chevrolet Cruze vehicles, equipped with a 1.4L turbo engine and a manual transmission. 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 13276.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

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

The interconnecting tubular bar on the front right axle half shaft on your vehicle may not meet GM specification and could fracture and separate. If this occurs while driving the vehicle, steering and braking control would be maintained; however, the vehicle would lose power to the wheels and would coast to a stop. If a vehicle with a fractured half shaft is parked on an incline without the parking brake applied, the vehicle could move unexpectedly, resulting in a possible crash or injury to pedestrians.

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

Your GM dealer will replace the half shaft. 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 1 hour.

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. Until you have your vehicle repaired, you should apply the park brake before you exit the vehicle to prevent the vehicle from moving unexpectedly.

### **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 #13276