

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

October 2014

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 is very interested in your satisfaction with your vehicle. Our records show that although your 2013 and 2014 model year Chevrolet Cruze vehicle is subject to an important recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important recall. Please follow the instructions below to address this important matter.*

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 2013-2014 model year Chevrolet Cruze vehicle, **VIN:** \_\_\_\_\_, 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.

**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.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall #13276