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By Recall Management Division at 11:42 am, Jul 02, 2014

July 2, 2014

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall involving the certain 2012-2014 model year Chevrolet Cruze and Sonic vehicles, and 2013-2014 model year Buick Encore all-wheel-drive and Buick Verano vehicles equipped with a Calix oil pan/block heater.

573.6(c)(1): Buick and Chevrolet Brands of General Motors Company.

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in the oil pan/block heater cord installed on certain 2012-2014 model year Chevrolet Cruze and Sonic vehicles, and 2013-2014 model year Buick Encore all-wheel-drive and Buick Verano vehicles equipped with a Calix oil pan/block heater. On some vehicles the insulation on the engine block heater power cord may become damaged during very cold temperatures (minus 10°F/minus 25°C). If the insulation becomes damaged and the wires within the cord are exposed, an electrical shock hazard may exist if the cord is handled while energized (plugged in).

Customers should check the oil pan/block heater cord for cracked insulation and/or exposed wires before plugging the cord into an electrical outlet. If the cord is found to be damaged, it should not be used. Customers should contact their dealer for a replacement cord. Heater cords should be inspected yearly for any sign of damage.

573.6(c)(6): In February 2013, GM of Canada (GMCL) noted increased warranty claims for Calix oil pan heater cord replacements on certain 2012-2013 MY Cruze and 2012-2013 MY Sonic vehicles equipped with Calix oil pan heaters. The cord met the Underwriters Laboratories/Canadian Standards Association (UL/CSA) 22.2 industry standard that includes “cold bend” (or cyclic bending) performance requirements for temperatures to minus 20°C. GM discovered that Calix had changed its source for Heater Parallel Neoprene (HPN) minus 20°C cable midway through the 2011 model year. The new cord source used an insulation material made from a different plastic



compound that still met UL/CSA 22.2 specifications, but was more prone to cracking or peeling at temperatures below minus 25°C.

In March 2013, a product investigator was assigned to investigate cracked heater cords. The investigation was closed with no action on September 26, 2013, because there were no reports of a shock or injury from cracked block heater cords at the time, and because a cracked oil pan/engine block heater power cord is a self-declaring condition that is readily observable by the user while the cord is being unbundled from its under-hood storage location, or while re-coiling the cord for under-hood storage.

In April 2013, GM Engineering changed its cold weather temperature specification for all engine oil pan/block heater power cords from minus 20°C, to minus 40°C; and beginning on August 16, 2013, GM began using the minus 40°C Calix heater cords in production for the subject vehicles equipped with the oil pan/block heater option (KPK or K05).

On February 5, 2014, Transport Canada (TC) notified GMCL of two complaints for a cracked engine oil pan heater power cord in a 2013 MY Chevrolet Sonic and a 2013 MY Chevrolet Trax that occurred in December 2013 and February 2014 respectively. TC requested GMCL to provide information about any cases related to this heater cord cracking condition.

On April 2, 2014, GMCL provided the requested information to TC. GMCL's investigation discovered no reports of injuries or crashes, however, one customer reported receiving a shock on February 7, 2014, from a cracked engine block heater cord on a 2013 MY Chevrolet Sonic equipped with a Calix minus 20°C cord.

On May 12, 2014, Transport Canada advised GMCL by letter, of their assessment that the oil pan heater cord cracking condition may constitute a safety related defect and that this matter should be addressed by a notice of defect in accordance with section 10 of the Motor Vehicle Safety Act. Transport Canada requested GMCL to provide its position in writing by June 23, 2014. GMCL sought and was granted an extension to July 14, 2014.

On June 19 and 25, 2014, the issue was reviewed by the Safety Field Action Decision Authority (SFADA) and on June 25 the decision was made to conduct a safety recall for the Calix heater cords.

A stop delivery order was sent to dealers on July 2, 2014.

573.6(c)(8): Dealers are to replace the Calix minus 20°C engine oil pan/ block heater power cord with a new cord that meets the minus 40°C specification.

General Motors will provide the dealer bulletin and owner letter mail dates when available.

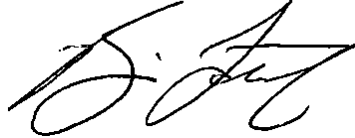
Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 23, 2013.

573.6(c)(10): General Motors will provide copies of the dealer bulletin and owner letter under separate cover.

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573.6(c)(11): General Motors' assigned recall number is 14257.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Latouf". The signature is fluid and cursive, with a large initial "B" and a stylized "L".

Brian Latouf, Director
Field Product Investigations & Evaluations

Attachment

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Buick	C	2013	345	08/23/2012	07/22/2013	Encore	*
Buick	C	2014	91	04/19/2013	09/09/2013	Encore	"
Buick	P	2013	42	08/08/2012	06/20/2013	Verano	"
Buick	P	2014	2	05/14/2013	06/04/2013	Verano	"
Chevrolet	J	2012	990	05/10/2011	08/02/2012	Sonic	"
Chevrolet	J	2013	479	05/29/2012	08/08/2013	Sonic	"
Chevrolet	J	2014	2	08/14/2013	08/16/2013	Sonic	"
Chevrolet	P	2013	626	08/07/2012	06/03/2013	Cruze	"
Chevrolet	P	2014	411	02/04/2013	08/16/2013	Cruze	"

GM Total: 2,990

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): Calix AB
Box 5026, SE-63005 Eskilstuna, Sweden
Phone: +46 (0)16-10 80 54

The heater cord is manufactured in Sweden.