

GM CUSTOMER CARE AND AFTERSALES
DCS3212
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 8, 2014

Subject: 14079C – Safety Recall
Front Axle Right Half Shaft Fracture
Revised Service Procedure

Models: 2013-14 Chevrolet Cruze Equipped with 1.4L Turbo Engine (LUV)

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager, and Warranty Administrator

The bulletin has been revised to include additional half shaft part numbers, a Note statement at the beginning of the service procedure, and a labor code for floor plan. Please discard all copies of bulletin 14079B.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Front Axle Right Half Shaft Fracture

MODELS: 2013-2014 Chevrolet Cruze
Equipped with 1.4L Turbo Engine (LUV)

This bulletin has been revised to include additional half shaft part numbers, a Note statement at the beginning of the service procedure, and a labor code for floor plan. Please discard all copies of bulletin 14079B.

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.

Vehicles involved in this recall were placed on stop delivery March 27, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

Some vehicles involved in this Safety Recall were repaired under Safety Recall 13276. A suspect half shaft may have been installed in the vehicle during the repair. These customers are being asked to return to the dealership for an inspection and possible half shaft replacement.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in some 2013-2014 model year Chevrolet Cruze vehicles, equipped with a 1.4L turbo engine (LUV). 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 inspect and, if necessary, 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.

Note: When placing an order for a half shaft, order only **one** of the listed part numbers. If that particular part number is not available, dealers will be sent the half shaft that is available at that time.

Part Number	Description	Quantity/Vehicle
13371620 or 13367770	SHAFT, FRT WHL DRV HALF (Manual Trans)	1 (if req'd)
13371628, 13334705, 13367771, or 13335132	SHAFT, FRT WHL DRV HALF (Automatic Trans)	1 (if req'd)
11611964	WASHER, FRT WHL DRV SHF	1*
19258728	PLUG, TRANS OIL DRN (Manual Trans)	1*
11518632	BOLT	1*
19259104 – US 19259105 – CN	FLUID, M/TRANS (70W)	2*
88861037 – US 19264717 – CN	FLUID, A/TRANS (Dexron VI)	Up to 7 quarts*

* Required only if half shaft is replaced.

SERVICE PROCEDURE

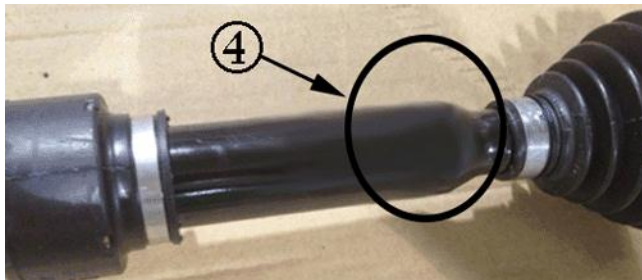
Note: Always confirm vehicle involvement in IVH prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content. Below are the build dates of the vehicles involved in this recall.

- Automatic transmissions: November 28, 2012 – January 8, 2014
- Manual transmissions: November 28, 2012 – March 7, 2014

Right Front Axle Half Shaft Service Stock Inspection

Service Part Number 13371620 (Manual Trans)

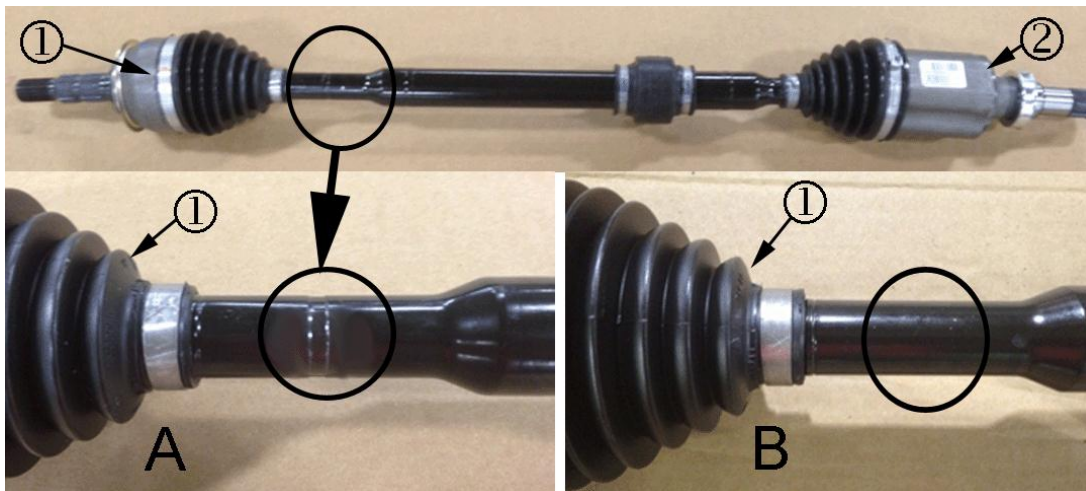
1. Inspect the inboard side of the shaft (shorter portion between rubber isolator and boot) for a green stripe, green dot or combination of green stripe and green dot.
 - If these markings are present, this is a good part.



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- If there are no green markings on the inboard portion of the shaft (4) this part should be returned to General Motors under special return message G_0000187857 dated March 18, 2014 (US) or GMP 2014-073 dated March 17, 2014 (CN).

Service Part Number 13371628 (Auto Trans)



3773590

1. Inspect outboard side of the half shaft (longer portion of shaft between CV joint and isolator). Determine if a machined groove is present on the half shaft.
 - If the machined groove is present (A) on the half shaft, the part can be used for service.
 - If the machined groove is NOT present (B) on the half shaft, proceed to step 2.

2. Inspect the inboard side of the shaft (shorter portion between rubber isolator and boot) for a green stripe, green dot or combination of green stripe and green dot.
 - If these markings are present, this part can be used for service.
 - If no green strip, green dot, or green stripe and dot is present, this part should be returned to General Motors under special return message G_0000187857 dated March 18, 2014 (US) or GMP 2014-073 dated March 17, 2014 (CN).

Service Part Number 13334705 (Auto Trans)



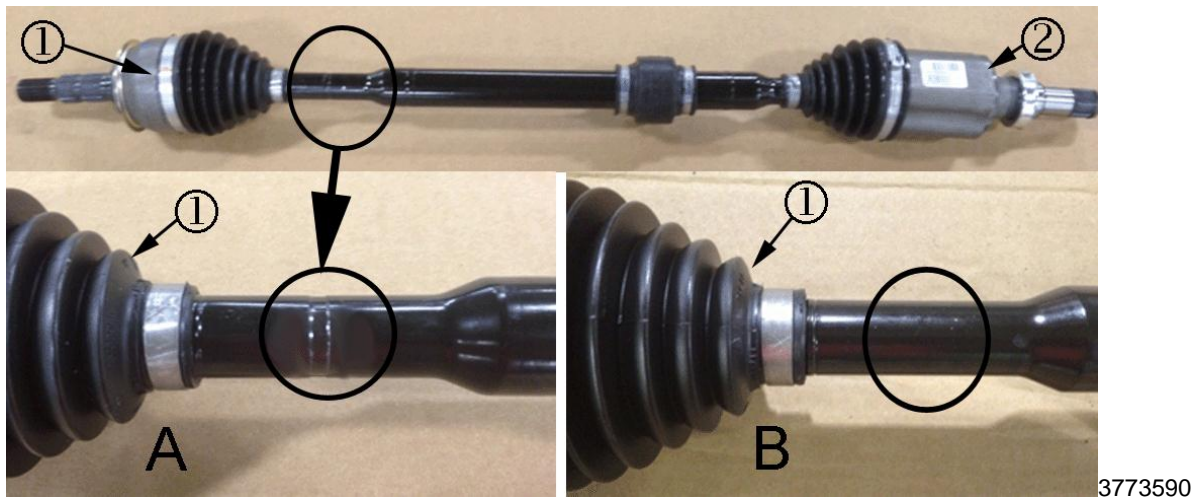
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Note: Any additional paint marks found on this shaft can be disregarded.

1. Part can ONLY be used if the outboard side of the half shaft (longer portion of shaft between CV joint and isolator) is a solid painted bar shaft. Same diameter across entire shaft. There are no other identifications on the half shaft to look for.
 - If the part is a solid painted bar shaft, it can be used for service.
 - If part is a tubular non-painted bar shaft, then the half shaft assembly is to be scrapped from inventory.

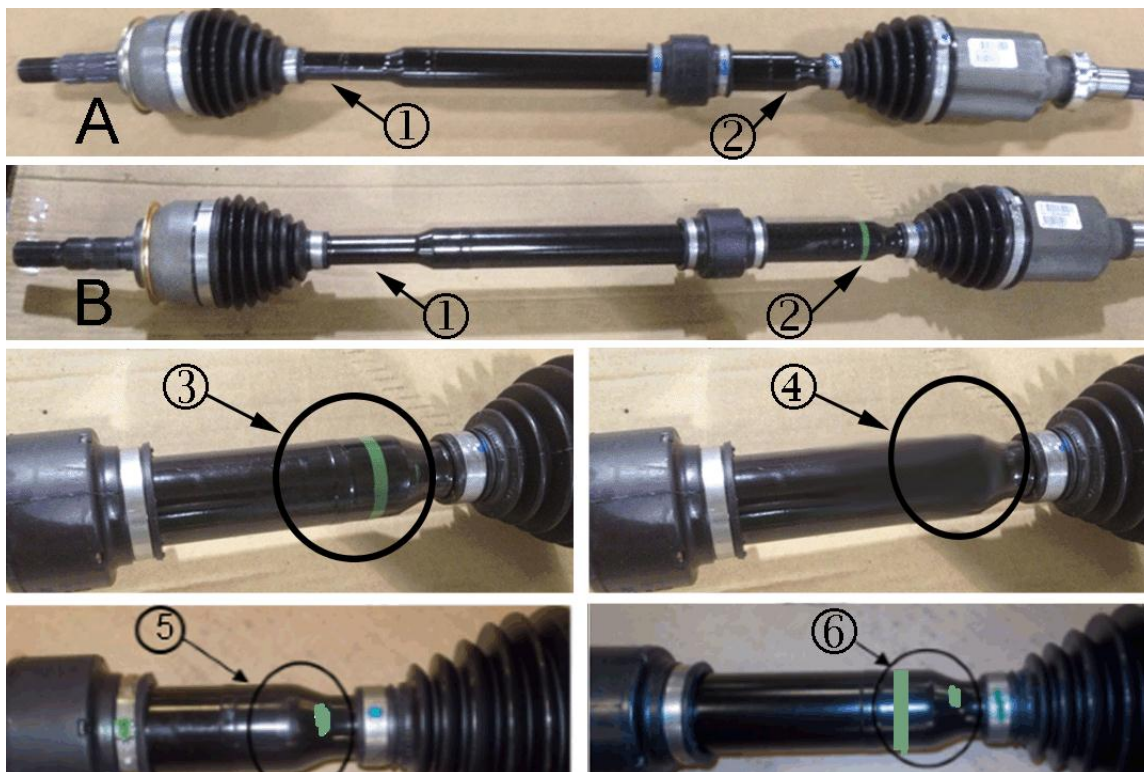
Right Front Axle Half Shaft On-Vehicle Inspection

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Inspect the right (passenger side) half shaft near the front wheel. Determine if a machined groove is present on the half shaft.



(1) Wheel Side of Half Shaft (2) Transmission Side of Half Shaft (A) Machined Groove (B) No Groove

- If the machined groove is present (A) on the half shaft, no further action is required. Lower the vehicle.
 - If the machined groove is NOT present (B) on the half shaft, proceed to step 3.
3. Inspect the right (passenger side) half shaft near the transmission. Determine if a green stripe, green dot, or green stripe and green dot is present on the half shaft bar.



(1) Wheel Side of Half Shaft (2) Transmission Side of Half Shaft (A) Automatic Transmission (B) Manual Transmission (3) Green Stripe (4) No Stripe (5) Green Dot (6) Green Stripe and Green Dot

- If a green stripe, green dot, or a green stripe and green dot is present (3, 5, or 6) on the half shaft, no further action is required. Lower the vehicle.

Note: Replace the half shaft if a blue stripe, blue dot or no stripe (4) is present.

- If a green stripe, green dot or green stripe and green dot is NOT present on the half shaft, replace the half shaft. Refer to *Front Wheel Drive Shaft Replacement ---Right Side* in this bulletin.

Front Wheel Drive Shaft Replacement ---Right Side

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 – For US and Canada

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.

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9100427	Inspect Front Axle Right Half Shaft – No Further Action Req'd	0.2	N/A
9100428	Inspect & Replace Front Axle Right Half Shaft	1.1	N/A
9100429	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 (March 27, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 65 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2013 Chevrolet Cruze	\$2.79	\$3.43
2014 Chevrolet Cruze	\$2.82	\$3.43

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.

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.

