

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



2014 model year Chevrolet Cruze

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## IMPORTANT SAFETY RECALL

August 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

*Previously, you were notified that your 2014 model year Chevrolet Cruze was involved in safety recall 14079. This letter is to inform you that parts needed for the recall repair are becoming available for dealers to order.*

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Chevrolet Cruze vehicles, equipped with a 1.4L turbo engine. 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

- This notice applies to your 2014 model year Chevrolet Cruze, VIN \_\_\_\_\_.
- Your vehicle is involved in GM safety recall 14079.
- Parts needed for the recall repairs are becoming available for dealers to order. Please contact your GM dealer to schedule an appointment to have the recall repairs performed on your vehicle.
- 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 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 your vehicle has a fractured half shaft and 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 inspect the half shaft to determine if your vehicle has a suspect half shaft. If it does, your dealer will replace it. 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 inspection time of approximately 15 minutes. If the half shaft requires replacement, an additional 1 hour will be needed.

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

**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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V151.

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 #14079