



# IMPORTANT SAFETY RECALL

November 2014

Dear General Motors Customer:

**Our records indicate that, although your 2013 or 2014 model year Chevrolet Cruze is subject to this important safety recall, the necessary repairs have not yet been completed. Therefore, we are sending you this additional notification to urge you to have this repair completed as soon as possible.**

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2014 model year Chevrolet Cruze vehicles. 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.

## **I M P O R T A N T**

- This notice applies to your 2013-2014 Chevrolet Cruze.
- Your vehicle is involved in GM safety recall 14305.
- Schedule an appointment with your Chevrolet dealer as soon as possible.
- This service will be performed for you at **no charge**.
- **You should make arrangements to bring your vehicle in as soon as possible due to the increased risk of injury associated with this recall during a crash.**

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

The inflator in the driver's front airbag may rupture and/or the airbag may not inflate during airbag deployment. If this occurs, the rupture could propel metal pieces of the inflator in the vehicle cabin, possibly striking and seriously injuring the driver or other vehicle occupants. Additionally, if the inflator does not inflate, there is an increased risk of injury to the driver.

**What will we do?** Your Chevrolet dealer will replace the airbag module. 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 time of approximately 30 minutes.

**What should you do?** You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

You may continue to use your vehicle as the condition is possible only during airbag deployment. If you have concerns about the continued use of your vehicle before the repair can be completed, there is the availability of **shuttle service as well as courtesy transportation at no charge**.

**Do you have questions?** If you have questions or concerns that your dealer is unable to resolve, please contact the Customer Assistance Center at 1-800-222-1020 or 1-800-833-2438 (TTY).

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 14V372.

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 #14305