



Bulletin No.: 15386A
Date: October 2015

Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Inner Tie Rod Not Torqued to Specification

MODELS: 2013 Chevrolet Cruze (One Canadian Vehicle)
2014-2015 Chevrolet Cruze
2014 Chevrolet Volt

This bulletin is being revised to add the customer letter to the bulletin. Please discontinue use, and discard all copies of Product Safety Recall 15386.

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.

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.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in one Canadian 2013 model year Chevrolet Cruze and certain 2014-2015 model year Chevrolet Cruze and 2014 Chevrolet Volt vehicles. The inner tie rod's attachment to the steering gear in these vehicles may not be tightened to specification. With this condition, the tie rod can separate from the steering gear without warning, which could result in the loss of steering, increasing the risk of a crash.

CORRECTION

Dealers are to replace the entire steering gear assembly.

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

Part Number	Description	Quantity/Vehicle
13423005	Steering Gear (Cruze)	1
13413955	Steering Gear (Volt)	1
13317308	Steering Gear Mounting Bolt	2
11546593	Steering Gear Mounting Nut	2
11561374	Frame Reinforcement Bolt	2
11588723	Stab Bar Insulator Clamp Bolt	2
11609282	Stab Bar Link Nut	4

SERVICE PROCEDURE

1. Remove the steering gear. Refer to *Steering Gear Replacement* in SI.
2. Install a new steering gear. Refer to *Steering Gear Replacement* in SI.

COURTESY TRANSPORTATION

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.

Labor Code	Description	Labor Time
9100837	Steering Gear Replacement (Volt)	3.3*
9101627	Steering Gear Replacement (Cruze)	2.6*

* Includes Wheel Alignment

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle.

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. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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.





IMPORTANT SAFETY RECALL

July 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

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 2013-2015 model year Chevrolet Cruze and 2014 Chevrolet Volt 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.

<p>I M P O R T A N T</p> <ul style="list-style-type: none"> · Your vehicle is involved in GM safety recall 15386. · Schedule an appointment with your Chevrolet dealer. · This service will be performed for you at no charge.

Why is your vehicle being recalled?

The inner tie rod's attachment to the steering gear in these vehicles may not be tightened to specification. With this condition, the tie rod can separate from the steering gear without warning, which could result in the loss of steering, increasing the risk of a crash.

What will we do?

Your Chevrolet dealer will replace the entire steering gear assembly. 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 3 hours and 30 minutes

What should you do?

You should contact your Chevrolet 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
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 15V442.

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 #15386