

September 2011

Dear General Motors Customer:

We have learned that your 2011 model year Chevrolet Cruze, equipped with a 1.8L engine, may have a condition in which road splash may cause corrosion on the right-hand front wheel drive shaft. If severe corrosion were to occur, the drive shaft may fracture, power to the drive wheels would be lost, and the vehicle could not be accelerated. The vehicle's steering and braking would not be affected.

Your satisfaction with your Cruze is very important to us, so we are announcing a program to prevent this condition.

**What We Will Do:** Your GM dealer will replace the right-hand drive shaft. This service will be performed for you at **no charge**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any 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	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Cruze provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services