



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Driver Airbag Inspection - Expires with Base Warranty

**MODELS:** 2012 Chevrolet Cruze

Vehicles involved in this Service Update were placed on Stop Delivery January 24, 2012 (U.S.) and January 25, 2012 (Canada). After performing the service procedure contained in this bulletin, vehicles can be delivered to customers.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to inspect and ensure that the driver airbag module retainers are fully engaged in the steering wheel on **certain** 2012 model year Chevrolet Cruze vehicles. On some of these vehicles, the driver's side airbag module retainers may not be fully engaged due to interference with a felt insulator patch.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History (GMVIS2) Application. Dealership technicians 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.

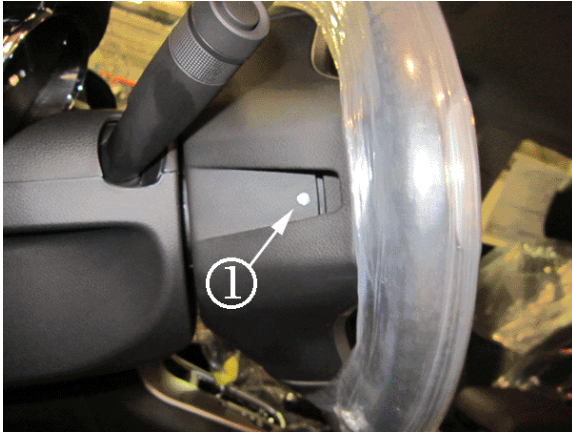
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached

to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

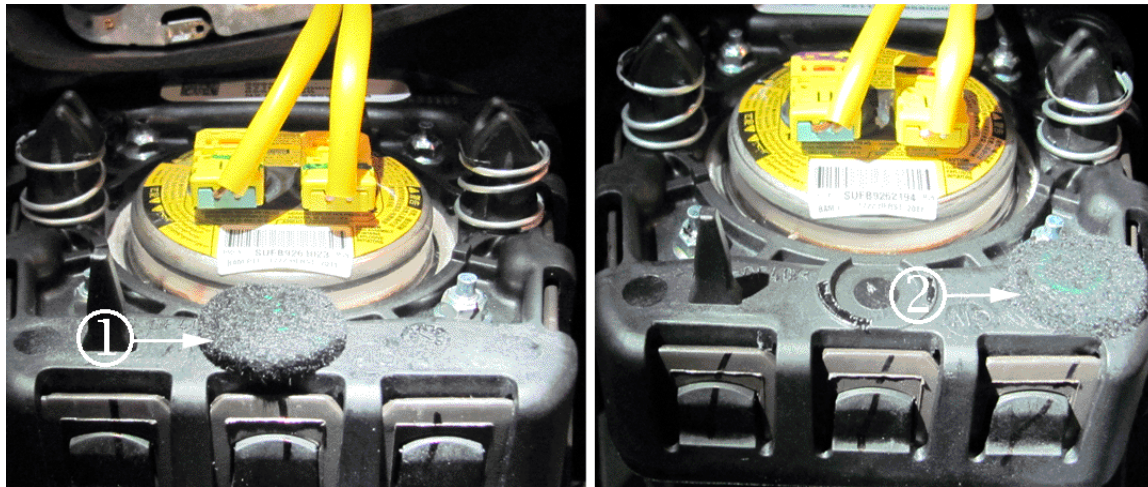
### PART INFORMATION

No parts are required for this service update.

### SERVICE PROCEDURE



1. Determine if the steering wheel inflatable restraint module has been inspected and repaired. Turn the steering wheel 90 degrees to the right and look for a white dot (1) in the recessed pocket area on the back side of the steering wheel spoke.
  - If a white dot is NOT present, proceed to step 2.
  - If a white dot is present, no further action is required.
2. Disable the supplemental inflatable restraint (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
3. Turn steering wheel 180 degrees to access the module release points on top of the column.
4. Insert suitable tools to the openings on both sides of the steering wheel.
5. Release the springs in direction of the arrows.



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**Note:** Do NOT remove the electrical connectors on the module. Relocating the felt patch can be achieved without removing the electrical connectors on the module.

6. Remove the felt patch from the 6 o'clock position (1) and re-install it in the 5 o'clock position (2) as shown in illustration. The felt patch edge should be in line with the edge of the airbag module. The felt patch should not hang over the airbag module edge.
7. Align the steering wheel module fasteners to the steering column fastener holes.

**Warning:** To avoid personal injury or part damage, ensure the steering wheel module fasteners engage into the steering column. Lightly pull on the sides of the module at the 11 o'clock and 1 o'clock position to ensure the module is engaged into the steering column.

8. Push the steering wheel module firmly into the steering column in order the engage the fasteners. Listen for two clicks to ensure both attachment pins are engaged.
9. Enable the SIR system. Refer to *SIR Disabling and Enabling* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2534	Inspect Driver Airbag - No Further Action Required (Already Inspected)	0.2	N/A
V2535	Inspect Driver Airbag & Reposition Felt Insulator Patch	0.2	N/A
V2536	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 (January 24, 2012 (US), January 25, 2012 (Canada)) to the date the repair is completed and the vehicle is ready for sale (9 days (US), 8 days (Canada)):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
Cruze	\$ 2.72	\$ 2.76

## DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

