

May 2013

Dear General Motors Customer:

We have learned that on your 2013 model year Chevrolet Cruze, a possible tear in the passenger side steering gear boot may allow moisture and contamination to enter the boot. This could cause a clunking noise when making a turn. If this clunking noise is ignored and contamination continues to build, it could cause the loss of power steering assist.

Your satisfaction with your Chevrolet Cruze is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will install a new passenger side steering gear boot. Your dealer will also inspect the steering gear, and if signs of contamination are present, replace the steering gear. This service will be performed for you at **no charge until May 31, 2015**. After that, any applicable warranty will apply.

**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