



Service Bulletin



SERVICE UPDATE

**SUBJECT: Service Update for Inventory Vehicles Only
Rear Glass Water Leak
Expires September 30, 2014**

MODELS: 2014 Chevrolet Cruze

This service update involves vehicles in dealer inventory only and will expire September 30, 2014.

PURPOSE

This bulletin provides a service procedure to prevent a potential rear glass water leak on **certain** 2014 model year Chevrolet Cruze vehicles. These vehicles may have a sealing issue that can result in water entry into the trunk. The repair involves resealing the rear glass and replacing trunk trim, as required.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than September 30, 2014, at which time this bulletin will expire.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History 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.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
95094669	Rear Window Glass	1 If Req'd
Obtain Locally	Urethane Adhesive Kit (Use a urethane adhesive system that meets GM Specification GM 3651G)	1 If Req'd

SERVICE PROCEDURE



3613309

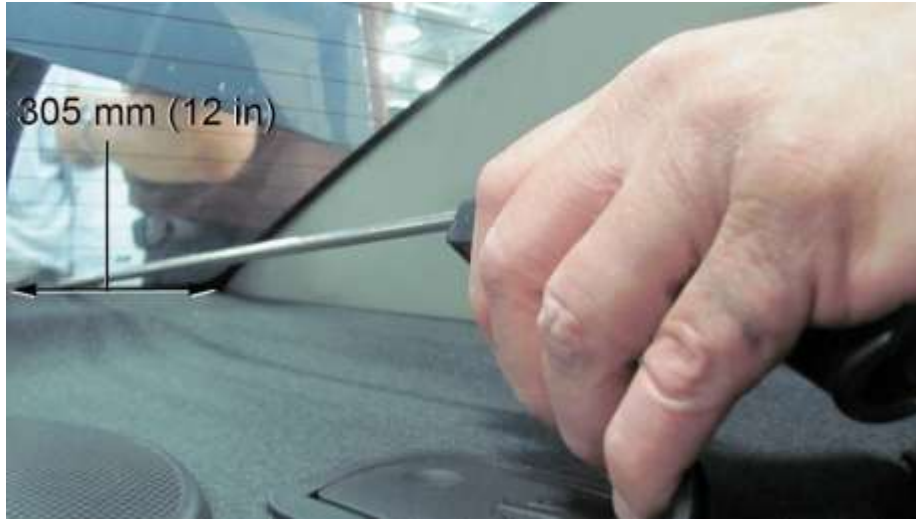
Note: Some vehicles may have a urethane sealing issue in the area shown in the photograph. The area of concern is a 305 mm (12 in) section of the rear window glass that begins at the left (driver side) lower corner and ends near the CHMSL. The urethane sealing issue, if present, may allow water to enter the trunk. Look for evidence of a water leak in the trunk.

1. Locate the rear left (driver side) window glass (1) and rear window water deflector (2).



3613311

2. Apply a soap and water solution under the water deflector in the 305 mm (12 in) section of the rear glass shown in the photograph.



3613312

Note: Have a second technician sit in the rear seat of the vehicle to apply air pressure to the rear glass during and after step 2. Use a small air nozzle to apply compressed air to the inspection area. Refer to photograph.

3. Apply compressed air to the bottom edge of the rear glass in the inspection area indicated in the photograph.
4. Determine if a water leak is present. Examine the soap and water solution to determine if a water leak is present.
 - If a water leak is NOT present, no further action is required.
 - If a water leak is present, remove and replace the rear window glass. Refer to *Rear Window Replacement* in SI.

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	Net Item
9100158	Rear Window Inspection (Water Leak Test)	0.3	---
9100159	Rear Window Inspection and Replacement	1.3	*

* Submit the actual cost of the Urethane Adhesive Kit, not to exceed \$80.00.

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than September 30, 2014.

GM CUSTOMER CARE AND AFTERSALES
DCS3043
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 13, 2013

Subject: 13272 – Service Update Bulletin
Rear Glass Water Leak

Models: 2014 Chevrolet Cruze

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Service Update Bulletin 13272 today. The total number of U.S. vehicles involved is 1,095. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in GWM will be updated September 17, 2013. A list of the involved vehicles is also attached.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES