
From: gm_gmssg_q01 <nobody@gm.com>
Sent: Thursday, September 26, 2013 4:11 PM
To:
Subject: Internal notification for: G_0000175585 Cruze Stop Delivery Order Update - Upcoming Safety Recall 13276 - Front Axle Right Half Shaft Fracture
Attachments: 13276 Q&A .pdf; 13276 US stock and sold.xlsx

Date: 9/26/2013 Ref. number: Service / Field Action / G_0000175585
Subject: **Cruze Stop Delivery Order Update - Upcoming Safety Recall 13276 - Front Axle Right Half Shaft Fracture**

**GM CUSTOMER CARE AND AFTERSALES
DCS3052
URGENT - DISTRIBUTE IMMEDIATELY**

Date: September 26, 2013

Subject: Cruze Stop Delivery Order Update
Upcoming Safety Recall 13276
Front Axle Right Half Shaft Fracture

Models: Certain 2013-2014 Chevrolet Cruze
Equipped with 1.4L Turbo Engine (LUV) and Manual
Transmission (MF3/MR5)

To: All Chevrolet Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales
Manager, New Vehicle Sales Manager, Parts and Service Director,
and Service Manager

**STOP DELIVERY ORDER UPDATE
UPCOMING SAFETY RECALL 13276**

Based on information from the National Highway Traffic Safety Administration (NHTSA) website, the media may report that General Motors will be announcing a safety recall that involves certain 2013–2014 model year Chevrolet Cruze vehicles equipped with 1.4L Turbo Engine (LUV) and Manual Transmission (MF3/MR5). The total number of involved U.S. vehicles is 3,161.

The interconnecting tubular bar on the front right axle half shaft on some of these vehicles may not meet GM specification and could fracture and separate. If this occurs while driving the vehicle, steering and braking control would be maintained; however, the vehicle would lose power to the wheels and would coast to a stop. If a vehicle with a fractured half shaft is parked on an incline without

the parking brake applied, the vehicle could move unexpectedly, resulting in a possible crash or injury to pedestrians. To correct this condition, dealers will replace the half shaft.

Dealers will be advised when the recall bulletin and customer notification letter are scheduled for release. However, to assist with any potential customer inquiries, we are attaching a Q&A document and a VIN list of all involved U.S. vehicles. This list includes those vehicles identified in the original stop delivery order as well as involved vehicles that have been delivered to customers. Until the recall bulletin is released and the required repair is performed, the stop delivery order remains in effect for stock units. We anticipate the bulletin will be released in approximately one week.

The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until the recall bulletin is released.

Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 [13276 Q&A .pdf](#) Acrobat PDF (140.4KB)

13276 Q&A

 [13276 US stock and sold.xlsx](#) MS Excel Workbook 2007 (91.79KB)

13276 US Stock & Sold

Contact n

E-Mail

Department: Service - Brand Quality

Phone:

Intended roles: Dealer, Dealer Principal, General Manager, General Sales Manager, New Vehicle Sales Manager, Parts & Service Director, Service Manager

Archives: 3/26/2014

Expires: 9/26/2014