

CSC-10056372-5376

August 2014

Dear General Motors Customer:

We have learned that your Chevrolet Cruze equipped with the 1.4L engine may have a condition in which a low engine coolant level may be observed in the coolant reservoir even though there are no external leaks present. You may have noticed that the coolant level was full when the vehicle was new but the coolant level decreased over time. If air was trapped in the cooling system during the coolant fill process at the plant, the coolant level may have decreased over time as the trapped air was purged from the cooling system.

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

What We Will Do: Your GM dealer will inspect the cooling system level and fill it to the appropriate level if it is low. This service will be performed for you at **no charge until August 12, 2016**. 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.

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	

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