



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Incorrect Safety Lock Switch

MODELS: 2014 Chevrolet Cruze

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THIS PROGRAM IS IN EFFECT UNTIL MARCH 31, 2016.
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CONDITION

Certain 2014 model year Chevrolet Cruze vehicles may have had an incorrect power switch installed on the driver door. These vehicles are equipped with manual rear door safety locks; however, the power switch may include an icon for the electric rear door safety locks. To engage the rear door safety locks on these vehicles, the customer must insert the key into the safety lock slot, which is located on the inside edge of the rear doors, and turn it so that the slot is in the horizontal position. This will need to be repeated on the other rear door lock, as well.

CORRECTION

Dealers are to inspect and, if necessary, install the correct door switch.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Important: Due to the small number of vehicles expected to require switch replacement and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the switch.

If the inspection determines that switch replacement is required, the switch is to be obtained from General Motors Customer Care and Aftersales (GMCC&A). **Orders should be placed on a CSO3 = Customer Special Order. All other order types will cancel.**

Part Number	Description	Quantity/Vehicle
13305373	SWITCH ,FRT S/D WDO (BLUE)	1 (if req'd)
20917577	SWITCH, FRT S/D WDO & M/FUNC (BLACK)	1 (if req'd)

SERVICE PROCEDURE**Inspection Procedure**

Cruze models involved in this service action must be inspected to assure that vehicles built with manual rear door safety locks have not been equipped a driver's location power window control lockout switch indicating the presence of electric rear door safety locks.

1. Open either rear door and examine the rear door edge.



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2. A manual door safety lock switch and operation sticker should be present as shown above on vehicles within the affected VIN range.



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3. Looking at the driver's door panel power window control, find the lockout switch. If there are two symbols as shown above indicating both rear window lockout and electric rear door safety locks, then the vehicle's switch must be replaced. Refer to the Switch Replacement Procedure below.



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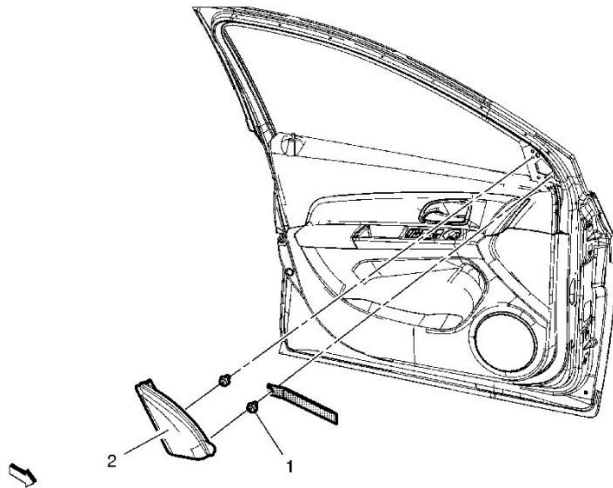
4. If the lockout switch has only the rear window lockout icon as shown above, then the vehicle has the proper switch installed. No further action is required.

Switch Replacement Procedure

Special Tool Required

- B0-38778 - Door Trim Panel Clip Remover or equivalent tool

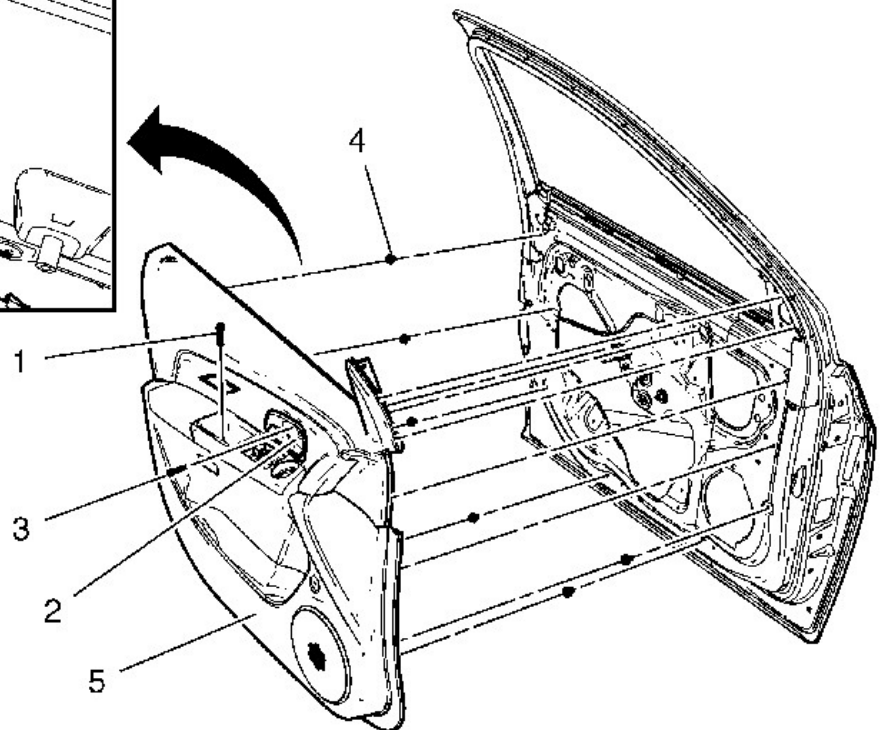
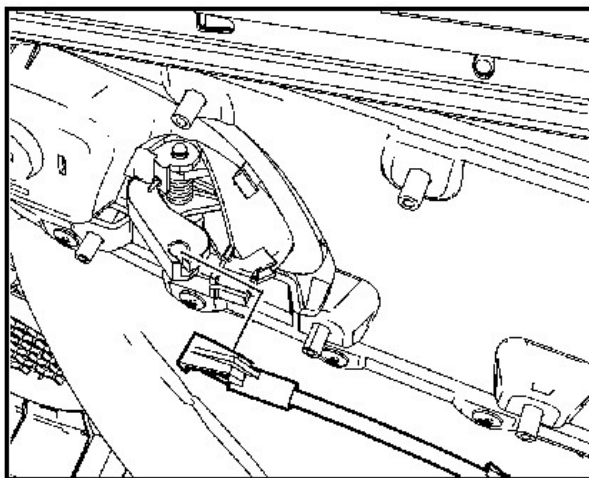
Remove and replace the Driver's Door Panel Power Window and Lockout switch using the following steps.



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1. Remove the Front Driver's Door Upper Trim Cover using the *B0-38778 Door Trim Panel Clip Remover* or equivalent tool.

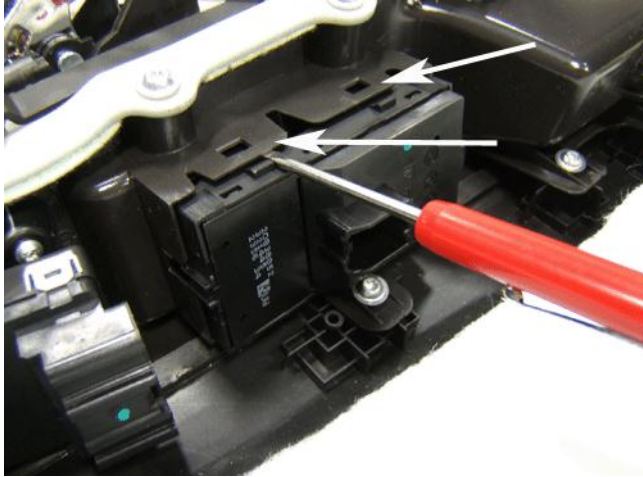
Caution: To prevent damage to the trim cover and clips **DO NOT** disengage the clips by pulling on the trim cover for removal. If a detached clip is damaged or broken, it must be replaced.



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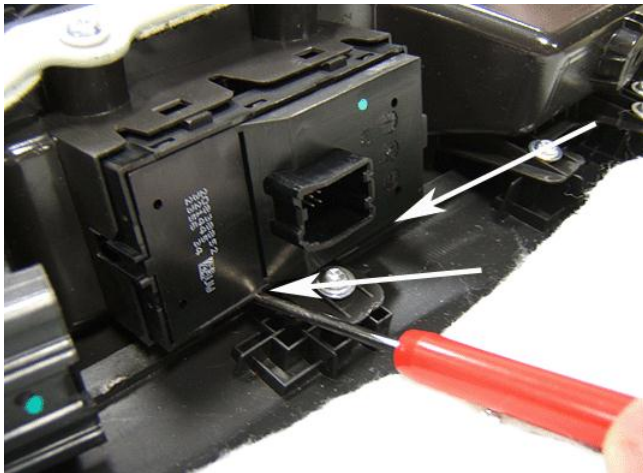
2. Remove the Inside Door Release Handle Bezel (3), Door Pull Cover (1), and two hidden attachment bolts.

3. Remove the Door Trim Panel by releasing 8 fasteners, using the *BO-38778* Door Trim Panel Clip Remover or equivalent.
4. Pull upwards on the Door Lock Cable to disengage and disconnect the two electrical connectors from the Door Trim Panel switches.



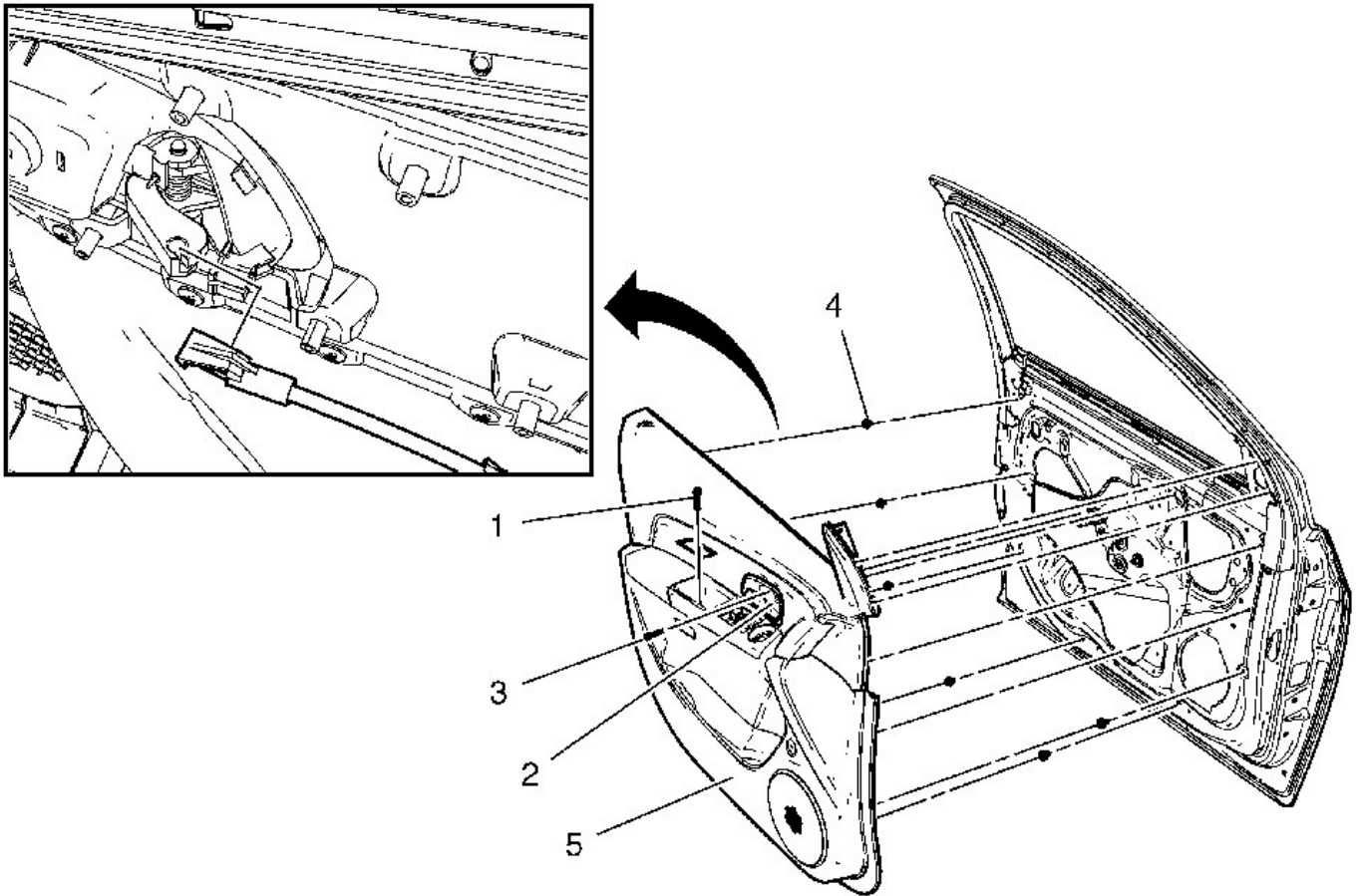
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5. Place the Door Trim Panel on flat surface and locate the Power Window and Lockout Switch. Release the two visible retaining tabs using a small flat bladed screwdriver.



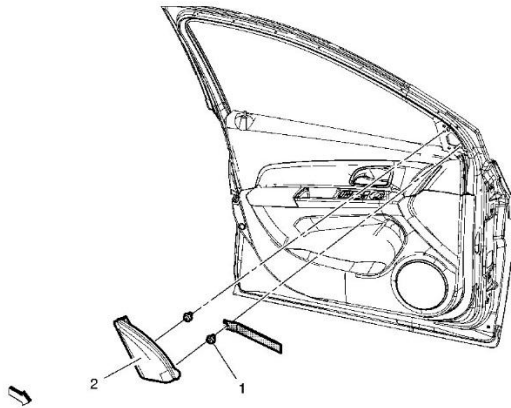
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6. Two additional retaining tabs are located on the trim panel side of the switch, opposite the two visible retaining tabs. Use a small flat blade screwdriver to release these two tabs and remove the switch from the door trim panel.
7. Install a new replacement switch (of the type identified in the parts table) by inserting the switch until the retaining tabs lock. Verify that the switch is fully seated and all four tabs have locked.



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8. Install the Door Lock Cable by pushing downward into the cable receiver and connect the two electrical connectors to the door trim panel mounted switches.
9. Install the Door Trim Panel by fully seating the 8 fasteners (4).
10. Install the Front Door Pull Handle bolt (1).
Tighten to 2 N·m (18lb in)
11. Install the Front Door Inside Release Handle bolt (2).
Tighten to 2.5 N·m (22lb in)
12. Install the Door Pull and Inside Door Handle Release Bezels.



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13. Install the Front Driver's Door Upper Trim Cover by fully seating the retainers.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

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
9100360	Inspect Driver's Door Power Window Switch (no further action req'd)	0.2
9100361	Inspect & Replace Driver's Door Power Window Switch	0.5

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 2016.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by

the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

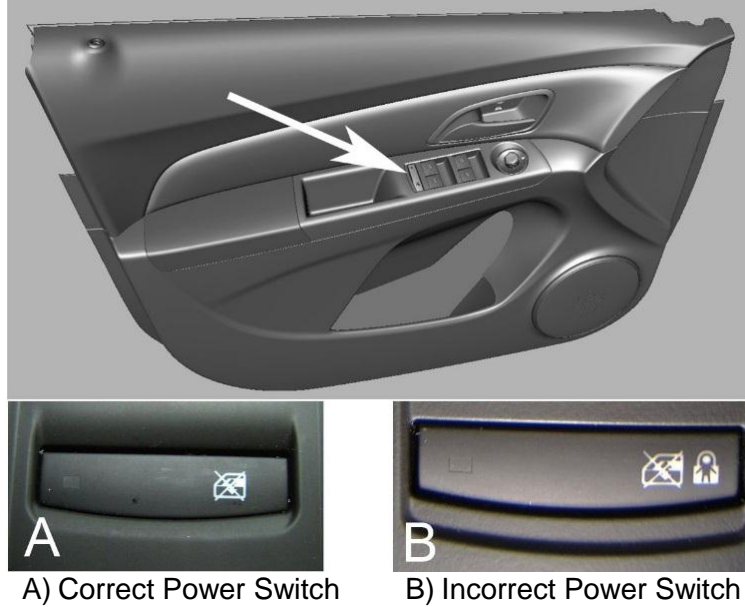
In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through March 31, 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



February 2014

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Cruze may have had an incorrect power switch installed on the driver door. Your vehicle is equipped with manual rear door safety locks; however, the power switch installed on the driver door may include an icon for the electric rear door safety locks.



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To engage the rear door safety locks on your vehicle, open either rear door and locate safety lock slot on the edge of the door (see illustration below). Insert your key into the safety lock slot and turn it so that the slot is in the horizontal position. This will need to be repeated on the other rear door lock, as well.



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Your satisfaction with your Chevrolet Cruze is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will inspect the power switch on the driver door to ensure that the correct power switch is installed. If your vehicle has an incorrect switch, your dealer will install the correct switch. This service will be performed for you at **no charge until March 31, 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date, in the event that they are needed.

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