

January 2015

Dear General Motors Customer:

As the owner of a 2011-2015 model year Chevrolet Cruze vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011-2015 model year Chevrolet Cruze vehicles may have a condition where the negative battery cable terminal clamp may have an insufficient crimp at the battery negative terminal. Over time, the internal resistance increases and vehicle electrical systems do not receive adequate power.

With this condition, the following effects are possible: the Radio/HVAC Display may turn off and on; the Antilock Brake System, Service Traction System, Service Stabilitrac and Steering vehicle messages may come on and off; the turn signal sound may not be heard; "Battery Saver Active" and "Service Steering" may display in the Driver Information Center (DIC); and the interior and exterior lighting may flicker. Power steering assist may also be lost, and greater effort may be needed to turn the steering wheel at low speeds or while the vehicle is stopped.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011-2015 model year Chevrolet Cruze within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by January 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or 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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

Enclosure
14311