



Recall Bulletin

PRODUCT EMISSION RECALL

SUBJECT: Reprogram Engine Control Module

MODELS: 2011-2013 Chevrolet Cruze
Equipped with 1.4L Engine (RPO LUJ and LUV) and Automatic Transmission

CONDITION

General Motors has decided to conduct a voluntary emission recall of 2011-2013 Chevrolet Cruze vehicles equipped with a 1.4L engine (RPO LUJ or LUV) and an automatic transmission. General Motors and US Environmental Protection Agency emissions testing found vehicles that did not comply with the carbon monoxide emissions standard on the US06 emissions test. This test measures tailpipe emissions during high speed/high load conditions.

CORRECTION

Dealers are to reprogram the engine control module (ECM) to revise the fuel enrichment strategy as required.

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 recall 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 recall.

PART INFORMATION

No parts are required.

SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- Note the engine oil life remaining percentage.

To reprogram an existing K20 Engine Control Module, perform the following procedure:

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions. Refer to *Service Programming System (SPS)* documentation in SI for programming instructions.

Note: Vehicles retrofitted with the GM Accessory Turbo Stage Kit may already have the required calibrations loaded in the engine control module (ECM). If the Service programming system (SPS) indicates that the ECM already contains the latest available calibrations, no further action is required. Do NOT reprogram or overwrite the calibrations in the ECM.

3. On the SPS Supported Controllers screen, select *K20 Engine Control Module - Programming* and follow the on-screen instructions.
4. Clear DTCs after completing the programming procedure.

Note: If vehicle fails to start during Configuration and Setup, perform the SPS Function Immobilizer Learn and follow the on-screen instructions.

5. Perform the SPS function *K20 Engine Control Module - Configuration & Setup* and follow the on-screen instructions, if available.
6. Clear DTCs after completing the Configuration & Setup procedure.

7. **CALIFORNIA, CONNECTICUT, DELAWARE, MARYLAND, MASSACHUSETTS, MAINE, OREGON, VERMONT, & WASHINGTON VEHICLES ONLY:** Install a Recall Identification Label. Also, for California vehicles complete a “Proof of Correction” certificate upon recall completion.

RECALL IDENTIFICATION LABEL - California/Connecticut/Delaware/Maryland/Massachusetts/Maine/Oregon/Vermont/Washington Vehicles Only

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five-digit dealer code of the dealer performing the recall service. This information may be inserted with a ballpoint pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by ordering on the web from DWD Store, www.gmglobalconnect.com, and then click on the DWD Store link. Request Item Number S-1015 when ordering.



COURTESY TRANSPORTATION – For US and Canada

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
9101278	ECM Reprogramming Not Required --- No Further Action Required	0.2
9101202	Reprogram Engine Control Module (ECM)	0.4

CUSTOMER NOTIFICATION – For US and Canada

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

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack

of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

CUSTOMER NOTIFICATION - For Export

Letters will be sent to known owners of record located within areas covered by the US Clean Air Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

DEALER RECALL RESPONSIBILITY

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

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

*****THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT*****

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from Dealer Support Materials by ordering on the web from the DWD Store, www.gmdealerworld.com, and then click on the DWD Store link; request GM Item Number 1825 when ordering.



April 2015

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a Voluntary Emission Recall that includes your vehicle.

Reason For This Recall: General Motors and US Environmental Protection Agency emissions testing of 2011-2013 Chevrolet Cruze vehicles equipped with a 1.4L engine and an automatic transmission found vehicles that did not comply with the carbon monoxide emissions standard on the US06 emissions test. This test measures tailpipe emissions during high speed/high load conditions.

What Will Be Done: Your dealer will reprogram the engine control module (ECM) to revise the fuel enrichment strategy as required. This service will be performed for you at **no charge**.

What You Should Do: Please contact your dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process and repair your vehicle.

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	1-800-833-2438
Puerto Rico – Español	1-800-496-9993	1-888-889-2438
Virgin Islands	1-800-496-9994	1-800-833-6537

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your Chevrolet Cruze vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

14801

GM CUSTOMER CARE AND AFTERSALES
DCS3616
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 13, 2015

Subject: 14801 – Product Emission Recall
Reprogram Engine Control Module

Models: 2011-2013 Chevrolet Cruze
Equipped with 1.4L Engine (RPO LUJ and LUV) and
Automatic Transmission

To: All Chevrolet Dealers

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

General Motors is releasing Emission Recall 14801 today. The total number of U.S. vehicles involved is approximately 428,480. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on April 21, 2015.

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated April 14, 2015. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available April 14, 2015.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES