



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Front Knuckle to Hub Attachment Torque

MODELS: 2014-2016 Chevrolet Cruze

This bulletin is being reissued to revise the part information, service procedure, and warranty sections. Vehicles repaired under Customer Satisfaction Program 15622 should be re-inspected following the revised procedure which now requires both left and right side hub attachments to be inspected. Please discard all copies of bulletin 15622.

Vehicles involved in this recall were placed on stop delivery July 31, 2015. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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THIS PROGRAM IS IN EFFECT UNTIL OCTOBER 31, 2017
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CONDITION

Certain 2014-2016 model year Chevrolet Cruze model vehicles may have been built with the front knuckle to hub attachment bolts below GM's torque specification. This condition could result in noise from the front suspension and separation of the steering knuckle to hub while driving, resulting in loss of steering control, potentially increasing the risk of a crash.

CORRECTION

Dealers are to inspect the left and right front knuckle to hub attachment bolts and torque the bolts to specification. Replace the bearings/hubs if inspection deems necessary.

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. 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

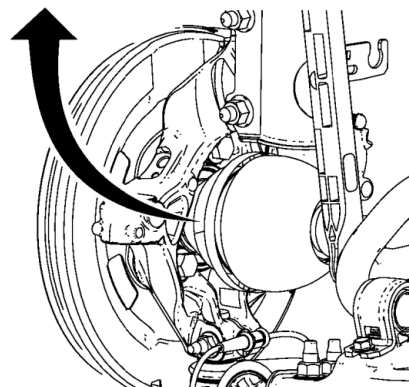
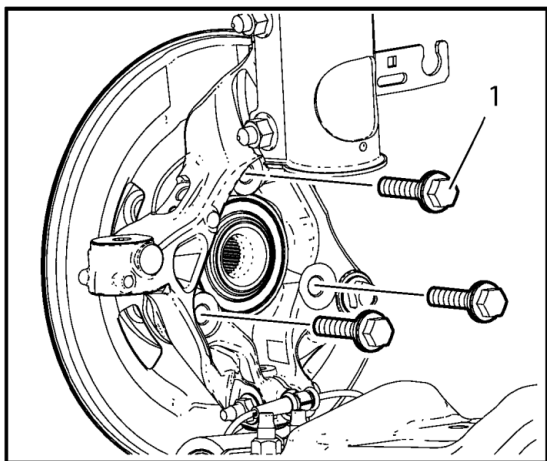
Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts.

Important: Due to the small number of vehicles involved, 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 front wheel bearing or attaching bolts.

Part Number	Description	Quantity/Vehicle
13500571	BEARING, FRT WHL	1-2 (as required)
11570675	BOLT, FRT WHEL BRG	1-6 (as required)

SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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Note: Begin the inspection/repair procedure below with the driver side. Repeat steps 2 through 4 for the passenger side.

2. Locate the front driver/passenger side bearing/hub bolts.

3. Observe that the fasteners are all present and that no damage has occurred to the bearing/hub. If any damage has occurred replace the bearing/hub and fasteners. Refer to *Front Wheel Bearing and Hub Replacement*.
4. Tighten the bearing/hub bolts (1) in 2 passes. Use the *EN-45059* angle meter. Refer to *Front Wheel Bearing and Hub Replacement* in SI. Ensure to tighten all front driver side wheel bearing/hub bolts.
 - a. First pass to **100 Nm (74 lb ft)**
 - b. Second pass to **20 – 35 degrees**
5. Repeat steps 2 through 4 for the passenger side bearing/hub bolts.
6. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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
9101790	Inspect & Tighten Front Driver & Passenger Side Bearing/Hub Bolts	0.4
9101791	Front Wheel Bearing and Hub Replacement (Driver or Passenger Side) Includes Inspection	0.6
9101792	Front Wheel Bearing and Hub Replacement (Both Sides) Includes Inspection	1.1

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired 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 October 31, 2017.

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 October 31, 2017 you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



October 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2014-2016 model year Chevrolet Cruze may have been built with the front knuckle to hub attachment below GM’s torque specification. This condition could result in noise from the front suspension and separation of the steering knuckle to hub while driving, resulting in loss of steering control, potentially increasing the risk of a crash

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

What We Will Do: Your GM dealer will inspect the left and right front knuckle to hub attachment bolts and torque the bolts to specification. Your dealer will replace the bearings/hubs if inspection deems necessary. This service will be performed for you at **no charge until October 31, 2017**. 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	
GM Medium Duty Truck	1-800-862-4389	

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.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES
DCS3784
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 30, 2015

Subject: 15622A – Customer Satisfaction Program
Revised Part Information, Inspection and Service Procedure
Front Knuckle to Hub Attachment Torque

Models: 2014-2016 Chevrolet Cruze

To: All Chevrolet Dealers

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

This bulletin is being reissued to revise the part information, service procedure, and warranty sections. Vehicles repaired under Customer Satisfaction Program 15622 should be re-inspected following the revised procedure which now requires both left and right side hub attachments to be inspected. Please discard all copies of bulletin 15622.

Customer Letter Mailing

The customer letter mailing will begin in mid-October 2015.

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be in the near future. A revised list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES