



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Coolant Leak / Drip on Automatic Transmission Shifter Grommet

MODELS: 2011-2012 Chevrolet Cruze
Equipped with 1.8L (LUW) Engine and 6-Speed Automatic Transmission (MH8)

CONDITION

Some 2011-2012 model year Chevrolet Cruze vehicles equipped with a 1.8L engine may be missing a shift-cable grommet at the transmission end due to contact with engine coolant from a leaking thermostat housing. If present, the driver may notice an irregular or loose feel to the automatic transmission gear-selector lever. Shifting gears may be hard, and the lever could bind or could lock in one position.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 8 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to inspect for a thermostat housing leak. If a leak is found the engine thermostat housing and the shifter cable adjuster body should be replaced. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 8, 2015, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to July 8, 2015, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
55597008	Thermostat Assembly Engine Coolant	1
23261491	Shift Cable Adjuster Body	1
23261490	Lock Clip	1
12346290	DEX-COOL® Engine Coolant (US)	2
10953464	DEX-COOL® Engine Coolant (Canada)	2

SERVICE PROCEDURE

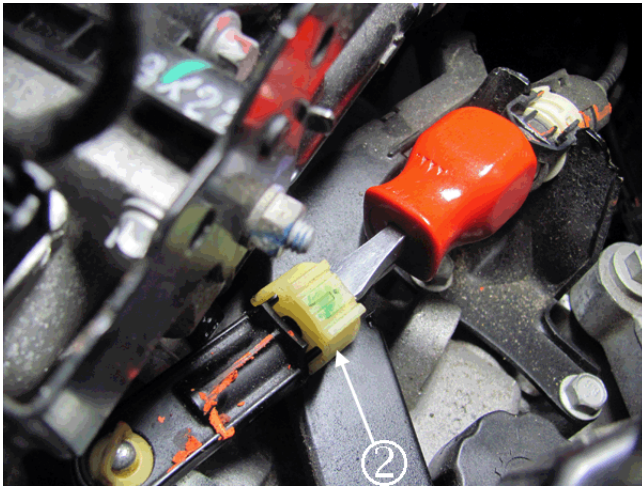
Note: Some customers may comment about a coolant leak or irregular shifter movement. Coolant leaking onto the shifter cable bushing may deteriorate or damage the bushing. The thermostat is in close proximity to the shift cable grommet. If the grommet is damaged or missing, some customers may comment that shifting gears may be hard or feel “loose” with excess play.

1. Determine if the thermostat housing is leaking.
 - If the thermostat housing is leaking, replace the thermostat housing and shift cable adjuster body with lock clip. Refer to *Engine Coolant Thermostat Housing Replacement (LUW)* in SI. Refer to *Shift Cable Adjuster Body and Lock Clip Replacement* in this bulletin.
 - If the thermostat housing is NOT leaking, inspect the shift cable retaining bushing to determine if the bushing is missing or damaged at the connection to the transmission range selector lever. The bushing is on the end of the shift cable adjuster body.
 - If the bushing is damaged or missing, replace the shift cable adjuster body and lock clip.
 - If the bushing is NOT damaged or missing, no further action is required.

Shift Cable Adjuster Body and Lock Clip Replacement

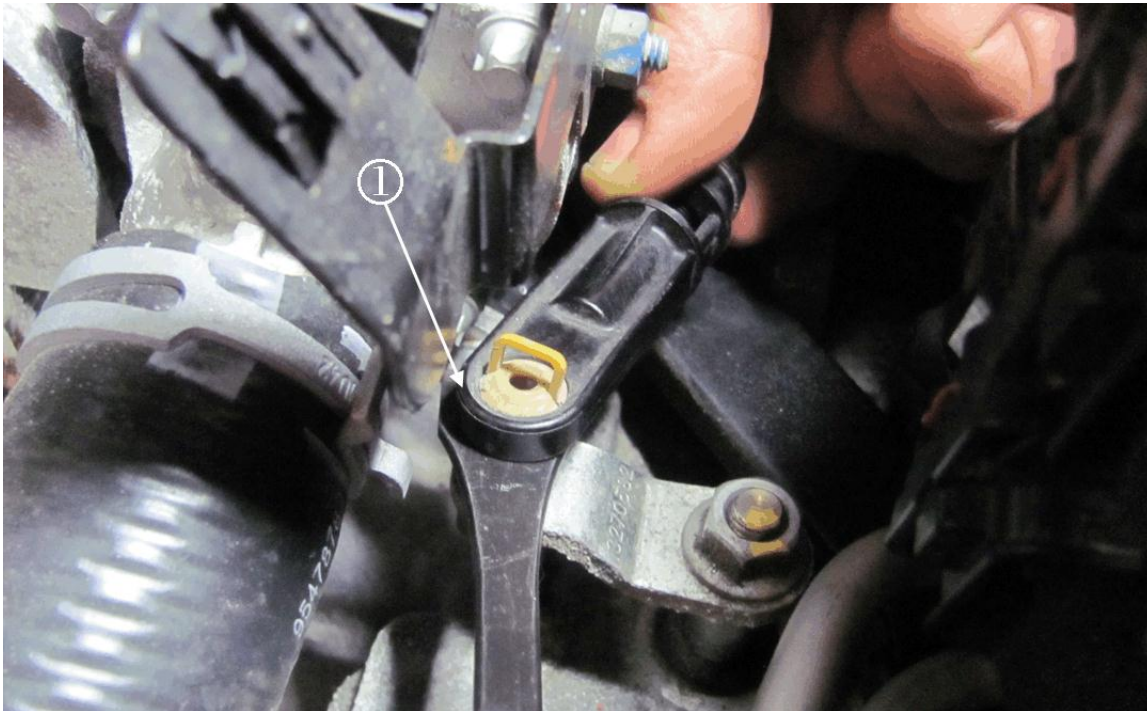
1. Open the hood and locate the automatic transmission shift cable adjuster body and lock clip. The shift cable adjuster body and lock clip is located on the driver side of the vehicle and is attached to the transmission lever.
2. Ensure the transmission range selector lever is in the PARK position.
3. Ensure the transmission shift lever is in the PARK position.

Caution: To avoid damaging the shift cable, perform steps 4-5 in the order presented in this procedure. Do NOT attempt to remove the shift cable adjuster body end from the transmission lever first.



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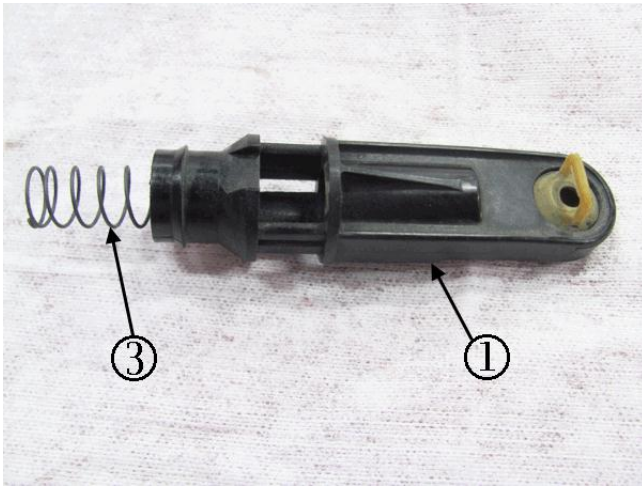
4. Remove the white lock clip (2) from the shift cable adjuster body using a flat blade screw driver.



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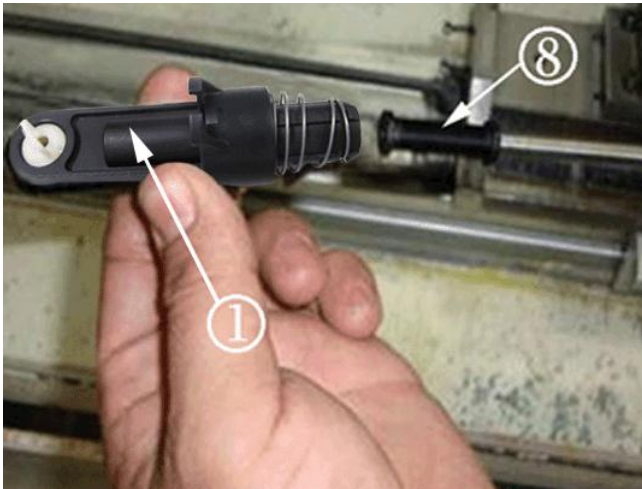
Caution: Do NOT aggressively pry the adjuster body end off (1) of the transmission lever ball stud (7). The end of the adjuster body (1) should only be raised high enough to clear the transmission lever ball stud to avoid damaging the shift cable.

5. Carefully remove the front portion of the shift cable adjuster body (1) from the transmission lever ball stud.



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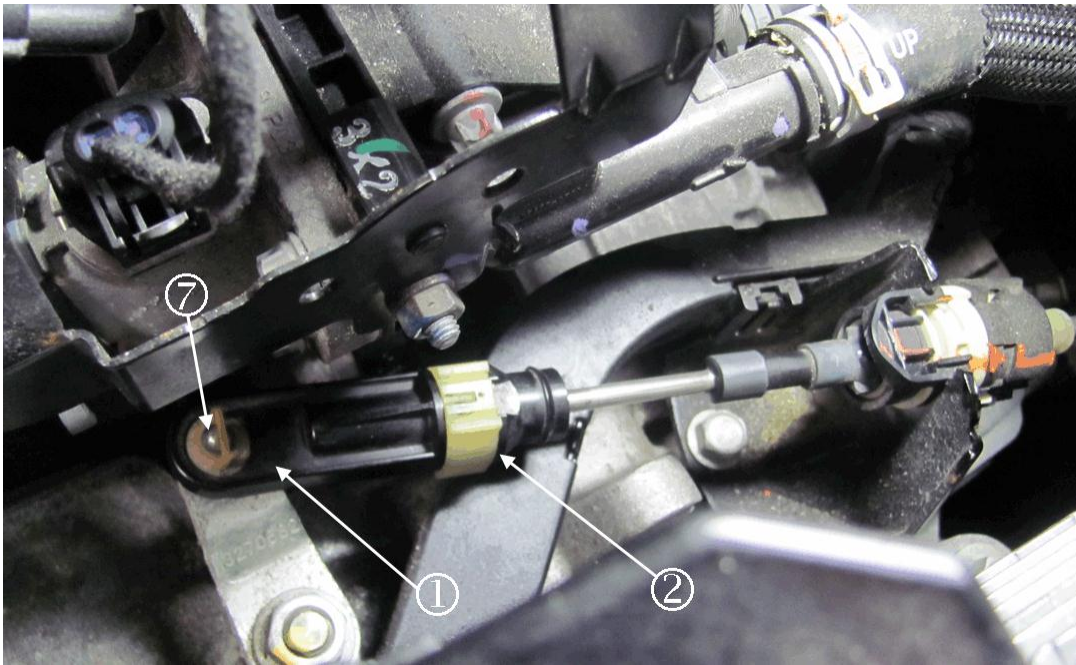
6. Remove the spring (3) inside the adjuster body (1) and insert it into the new adjuster body.
7. Discard the old adjuster body (1).



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Note: The new adjuster body (1) has a secondary lock and a spring on the outside of the adjuster body.

8. Install the new adjuster body over the adjuster slider (8).



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Photograph shown with the secondary lock and outside spring removed to show the white lock clip fully engaged. The top of the white lock clip should be flush with the black adjuster body.

9. Install the front end of the adjuster body (1) onto the transmission shift lever ball stud (7).



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10. Install the white lock clip (2) on the black adjuster body by pushing the secondary lock (4) rearward (away) from the bushing.

- 10.1 Push the white lock clip (2) down until it produces 2 clicking noises. The top of the white lock clip should be flush with the black adjuster body.



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- 10.2 Release the secondary lock (4) once the white lock clip is installed.
11. Push, pull and push again on the front end of the black adjuster body (1) to ensure it is attached securely to the lever ball stud (7). Ensure the white locking clip (2) is fully pushed down.
12. Verify operation of the transmission range selector lever and transmission shift lever arm.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by July 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 8 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2016. Repairs must have occurred within the 8 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

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 ZREG transaction type, unless noted otherwise.

For Use With Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
4069919	Engine Concern - Customer Concern Not Duplicated	0.1-0.3	N/A
8480308	Replace Shift Cable Adjuster Body	0.5*	N/A
4081028	Replace Thermostat Housing & Shift Cable Adjuster Body	1.6*	N/A
4032830	Replace Thermostat Housing	0.8	N/A
	Add: To Fill Cooling System	0.3	

*Includes inspection and/or coolant fill.

Note: For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

For Use With Vehicles No Longer Covered Under Applicable New Vehicle Limited Warranties

Labor Code	Description	Labor Time	Net Item
9900208	14773 - Customer Concern Not Duplicated	0.1-0.3	N/A
9900209	Replace Thermostat Housing	1.1*	N/A
9900210	Replace Shift Cable Adjuster Body	0.5*	N/A
9900211	Replace Thermostat Housing & Shift Cable Adjuster Body	1.6*	N/A
9900212	Customer Reimbursement Approved	0.2	**
9900213	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* Includes inspection and/or coolant fill.

** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



July 2015

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

Dear General Motors Customer:

As the owner of a 2011-2012 model year Chevrolet Cruze, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011-2012 model year Chevrolet Cruze vehicles equipped with a 1.8L engine may be missing a shift-cable grommet at the transmission end due to contact with engine coolant from a leaking thermostat housing. If present, you may notice an irregular or loose feel to the automatic transmission gear-selector lever. Shifting gears may be hard, and the lever could bind or could lock in one position.

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 2011-2012 model year Chevrolet Cruze within 8 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 July 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 Connected Customer Experience

Enclosure
14733

GM CUSTOMER CARE AND AFTERSALES
DCS3711
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 8, 2015

Subject: 14773 – Special Coverage Adjustment
Coolant Leak / Drip on Automatic Transmission
Shifter Grommet

Models: 2011-2012 Chevrolet Cruze
Equipped with 1.8L (LUW) Engine
and 6-Speed Automatic Transmission (MH8)

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

General Motors is releasing Special Coverage Adjustment 14773 today. The total number of U.S. vehicles involved is approximately 112,719. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on July 10, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated July 10, 2015. Please hold any warranty transaction submissions until IVH is updated.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES