



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Negative Battery Cable Loose

MODELS: 2011-2015 Chevrolet Cruze

The service procedure has been revised to include a Note Statement at the beginning of the service procedure. In addition, vehicles built on or after November 21, 2014, were built with the new cable and are not subject to this special coverage. If a vehicle with the new cable is exhibiting the condition below, it is probably not due to the cable. Further diagnosis is required to determine the cause. This additional diagnosis and repair, if necessary, are not covered under this special coverage. Please discard all copies of bulletin 14311.

CONDITION

On certain 2011–2015 model year Chevrolet Cruze vehicles, 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.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 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 will replace the battery negative cable, which will now require a bolt to fasten the small regulated voltage cable. 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 December 4, 2014 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 December 4, 2014 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

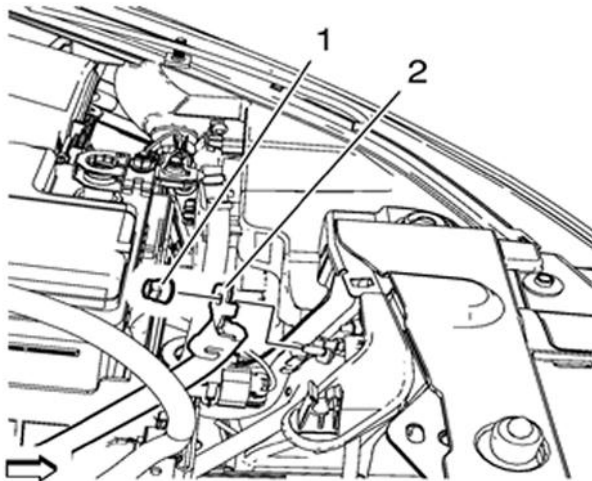
Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA).

Part Number	Description	Quantity/Vehicle
22754271	Cable Assembly – Battery Negative	1
11561025	Bolt – Hvy Hx Flg Hd	1

SERVICE PROCEDURE

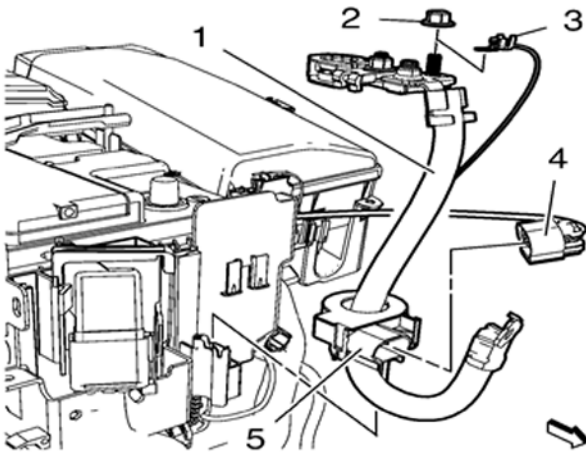
Note: If the vehicle exhibits the condition and the new cable has already been installed in the vehicle, the condition is probably not due to the cable. Further diagnosis is required to determine the cause. This additional diagnosis and repair, if necessary, are not covered under this special coverage.

1. Disconnect the battery negative cable from the battery. Refer to *Battery Negative Cable Disconnection and Connection* in SI.



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2. Remove the battery ground cable nut from the G100 ground stud (1).
3. Remove the battery negative cable (2).

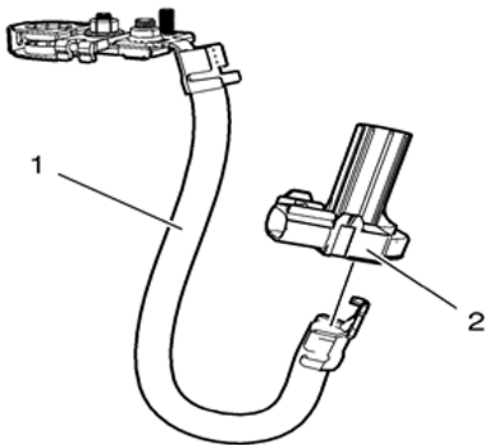


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4. Disconnect the wiring harness current sensor plug (4).
5. Remove the current sensor (5) from the battery tray.

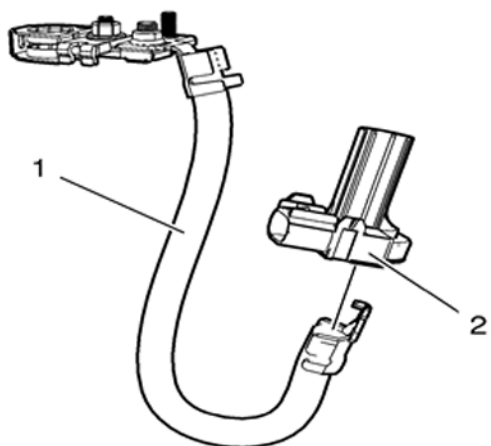
Note: Depending on cable design, the ground cable connection at the battery clamp may be a nut, as shown above, or may be a bolt, as shown in the installation steps below.

6. Remove the nut (2) from the small Regulated Voltage Control (RVC) ground cable (3).
7. Remove the RVC ground cable (3).
8. Remove the battery negative cable (1).



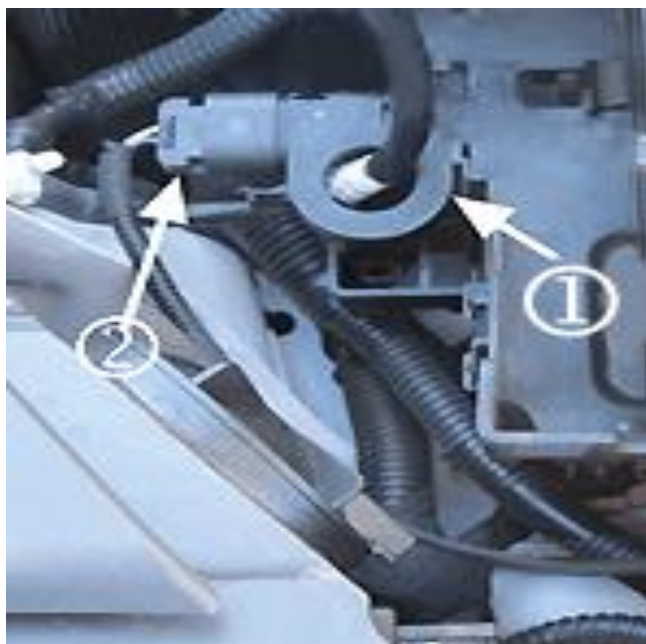
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9. Remove the current sensor (2) from the battery negative cable (1).



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10. Install the current sensor (2) to the new battery negative cable (1).



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11. Install the current sensor (1) at the battery tray.

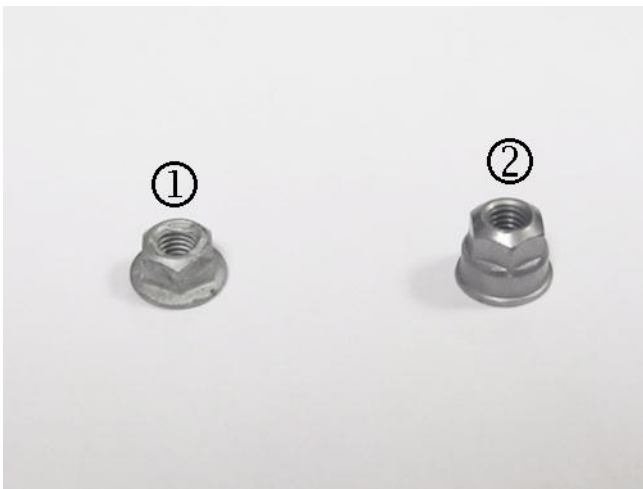
12. Connect the wiring harness current sensor plug (2).



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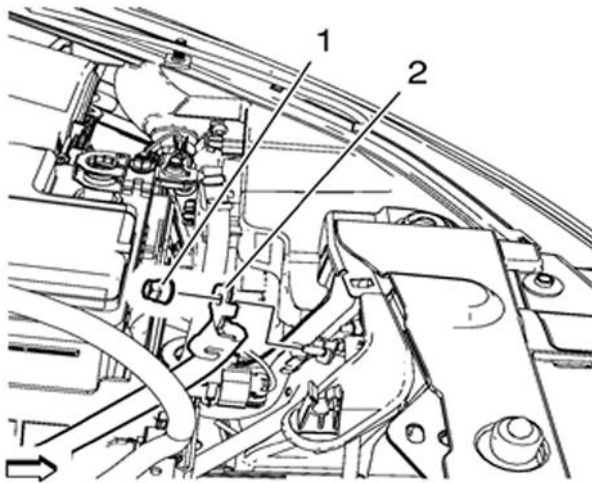
Note: When installing the body end of the new ground cable, depending on production date, the G100 ground stud could be one of two lengths. The shorter stud length of 17mm is shown in the graphic above.

13. Before installing the negative cable and starter ground cable to the G100 ground stud, measure the length of the stud. The information below will provide direction as to the correct nut to use for attachment



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- The shorter ground stud (17mm) WILL NOT accommodate the original nut (2) which was removed from the stud. Replace the nut with either the shorter nut (1) which was removed from the ground connection at the battery terminal (and not reused on the new cable design) or obtain GM P/N 11561645.
- For the longer ground stud (23mm), the original nut (2) can be reused.



4002395

Note: In some cases, the terminal eyelet for ground cable from ground G100 to the starter may have an interference fit to the hex feature at the base of the G100 weld stud. Inspect for this condition during the following step.

14. Install the battery negative cable (2) onto the G100 ground stud, then install the terminal eyelet for the starter ground cable on top of the negative cable.
 - If no interference is found and the eyelet fully seats on the weld stud, skip step 15, and move ahead to step 16.



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- If interference is found, complete the rework procedure in step 15.
15. Rework the eyelet on the ground cable by removing material and opening up the inside diameter of eyelet, just enough so the eyelet will slip fit over the hex feature at the base of the weld stud.



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15.1 Using a cone shaped rotary file, or equivalent, open up the inside diameter of the eyelet by approximately 0.4mm.



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15.2 Clean any burrs from the terminal face.



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15.3 Apply di-electric grease GM P/N 12345579, or equivalent, to the eyelet, fully coating the inside diameter of the terminal.



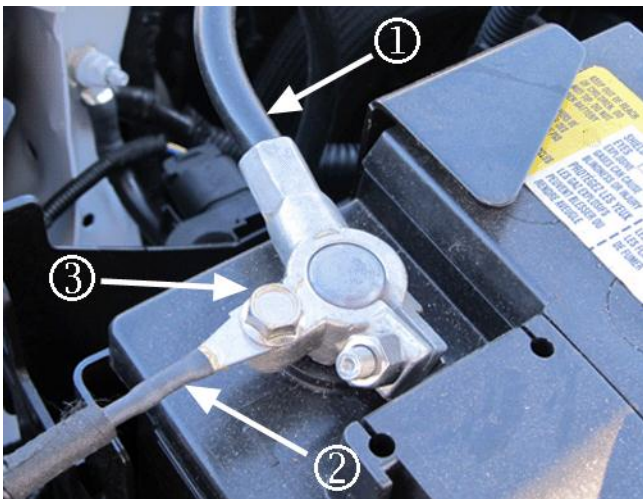
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- 15.4 Install the ground cable from the battery to the G100 ground stud, then install the modified terminal with di-electric grease to the stud.



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16. Install the appropriate battery ground cable nut and tighten to **9 Nm (80 lb in)**.



4002402

17. Install the battery negative cable (1), and tighten fastener to **4.5 Nm (40 lb in)**.
18. Install the small RVC ground cable (2) with the new battery negative ground cable bolt (3) and tighten bolt to **9 Nm (80 lb in)**.

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 January 31, 2016 unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles (193,000 km), 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 January 31, 2016. Repairs must have occurred within the 10 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.

Labor Code	Description	Labor Time	Net Item
4041820	Battery Negative Cable Replacement (Incl. Modify Terminal) - For use with vehicles still covered under warranty	0.3	N/A
9900080	Battery Negative Cable Replacement (Incl. Modify Terminal) - For use with vehicles no longer covered under warranty	0.3	N/A
9900081	Customer Reimbursement Approved	0.2	*
9900082	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* 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).



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

GM CUSTOMER CARE AND AFTERSALES
DCS3672
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 3, 2015

Subject: 14311A – Special Coverage Adjustment
Negative Battery Cable Loose
Revised Service Procedure Section

Models: 2011-2015 Chevrolet Cruze

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

This bulletin is being revised to include a Note Statement at the beginning of the service procedure. In addition, vehicles built on or after November 21, 2014, were built with the new cable and are not subject to this special coverage. If a vehicle with the new cable is exhibiting the condition below, it is probably not due to the cable. Further diagnosis is required to determine the cause. This additional diagnosis and repair, if necessary, are not covered under this special coverage. Please discard all copies of bulletin 14311.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES