



# Service Bulletin

## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment – Park Brake System

**MODELS:** 2011-2012 Chevrolet Cruze  
Equipped with Manual Transmission (RPO MZ0, MF3 or MR5)

### CONDITION

GM has received a small number of reports regarding 2011-2012 model year Chevrolet Cruze vehicles equipped with a manual transmission (RPO MZ0, MF3 or MR5) experiencing unintended movement after being parked on an inclined surface. The affected vehicles are equipped with a self-adjust park-brake system. The self-adjusting park-brake system on these vehicles meets all relevant regulatory standards for park-brake performance. But if a driver parks a vehicle with these features on a slope and exits the vehicle without (i) firmly engaging the park brake in accordance with the owner's manual instructions and (ii) engaging the transmission in gear, the vehicle could roll away and cause a crash.

### SPECIAL COVERAGE ADJUSTMENT

To help ensure that the condition described above does not occur, GM is sending letters to all involved customers to remind them of the correct procedure for parking their vehicle, as specified in the vehicle's owner manual. The following statement will also be included in the letter:

*“If you are parking on an incline, please take extra care to ensure you have lifted the park brake lever as far as it will go and that the park brake is fully engaged before exiting the vehicle.”*

Additionally, the letter will advise customers that if they have any concerns regarding the proper use or performance of their vehicle's park brake system, they should visit a Chevrolet dealer for assistance. If contacted, dealers are to ensure the customer is aware of the proper application of the park-brake system as specified in the vehicle's owner manual. If requested, dealers are to inspect the park-brake system and, as necessary, adjust or replace components. Park-brake system components identified as needing adjustment or replacement during the inspection, will be covered 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. The inspection and, if necessary, any 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 June 9, 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 June 9, 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

If an issue is detected during the inspection, obtain the required part(s) to repair the vehicle from General Motors Customer Care and Aftersales (GMCCA). Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which park brake system component to order.

### SERVICE PROCEDURE

Ensure the customer is aware of the proper application of the park brake system as specified in the vehicle's owner manual. Provide customers with a copy of the attached customer letter which also explains the correct operation of the park brake system.

If requested by the customer, dealers may perform an inspection of the park brake system. Refer to *Park Brake Adjustment - Self Adjusting Park Brake System* in SI. Provided no issues are detected during the inspection, the vehicle should be returned to the customer with the explanation that the system is functioning correctly. If an issue is detected, adjust or replace park brake system components as necessary.

### COURTESY TRANSPORTATION – For U.S. 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.

<b>Vehicles Still Covered Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
2450342	Parking Brake System Inspection (Brake is Self-Adjusting) No Further Action Required	0.2	N/A
Use Appropriate GWM Labor Code	Parking Brake System Repair (Component Replaced)	Use Appropriate LTG Labor Time	N/A

<b>Vehicles No Longer Covered Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900187	Parking Brake System Inspection (Brake is Self-Adjusting) No Further Action Required	0.2	N/A
9900188	Parking Brake System Repair (Component Replaced)	Use Appropriate LTG Labor Time	N/A

**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).



June 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

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

GM has received a small number reports regarding 2011-2012 model year Chevrolet Cruze vehicles equipped with a manual transmission experiencing unintended movement after being parked on an inclined surface. The affected vehicles are equipped with a self-adjust park-brake system. The self-adjusting park-brake system on these vehicles meets all relevant regulatory standards for park-brake performance. But if a driver parks a vehicle with these features on a slope and exits the vehicle without (i) firmly engaging the park brake in accordance with the owner's manual instructions and (ii) engaging the transmission in gear, the vehicle could roll away and cause a crash.

As a result, we would like to take this opportunity to remind you of the correct procedure for parking your vehicle, as specified in your vehicle's owner manual.

When parking your vehicle, please remember to perform the following actions:

- **With your foot on the brake pedal**, move the shift lever into R (Reverse), and apply the park brake lever by lifting it **as high as possible** towards the center arm rest.
- If your vehicle is facing **up** an incline, GM recommends you place the transmission in **1<sup>st</sup> gear** and you should turn the steering wheel such that the front wheels are angled **away from the curb**.
- If your vehicle is facing **down** an incline, GM recommends you place the transmission in **reverse gear** and you should turn the steering wheel such that the front wheels are angled **towards the curb**.
- Turn off the vehicle's engine and release your foot from the brake pedal.
- Observe the vehicle for a few moments to ensure that it is stationary and securely parked.
- When satisfied that the vehicle is securely parked, then exit the vehicle and secure it by locking the doors using the remote key.

**If you are parking on an incline, please take extra care to ensure you have lifted the park brake lever as far as it will go and that the park brake is fully engaged before exiting the vehicle.**

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has experienced the condition described above or you are concerned about the proper use or performance of your vehicle's park brake system.

**What We Will Do:** Your GM dealer will answer any questions you may have and ensure that you fully understand the proper application of the park brake system as specified in your vehicle's owner manual. Upon request, your dealer will inspect the park brake system on your vehicle and, as necessary, adjust or replace components. Park brake system components identified as needing adjustment or replacement during the inspection, will be covered 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. The inspection and, if necessary, any repairs will be made 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. Keep this letter with your other important glove box literature for future reference.

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

GM CUSTOMER CARE AND AFTERSALES  
DCS3676  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 9, 2015

Subject: 14748 – Special Coverage Adjustment  
Park Brake System

Models: 2011-2012 Chevrolet Cruze  
Equipped with Manual Transmission (RPO MZ0, MF3, MR5)

To: All Chevrolet Dealers

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

General Motors is releasing Special Coverage Adjustment 14748 today. The total number of U.S. vehicles involved is 21,960. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Investigate Vehicle History screen in GWM will be updated in the near future.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES