



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
#5 Bar Cold Welds
Expires with Base Warranty

MODELS: 2015 Chevrolet Cruze

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

Certain 2015 Chevrolet Cruze model vehicles may have been produced with four cold welds securing the #5 bar to the underbody on the left side. This condition could result in the customer noticing a noise or creak from this area. This bulletin provides a service procedure to install three rivets between the four suspect spot welds.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

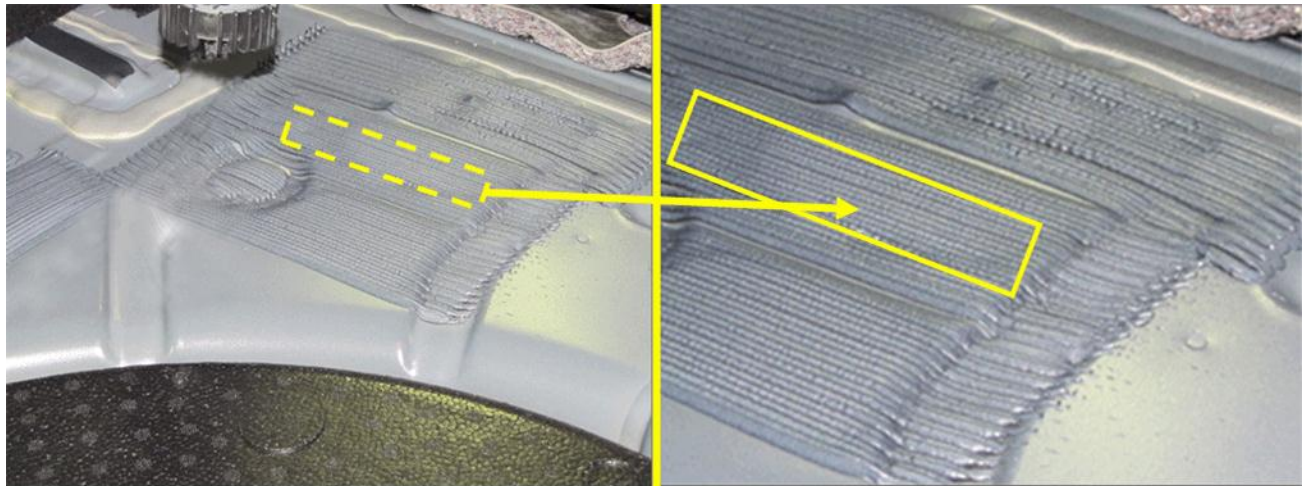
Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

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 per the VINs listed in the Global Warranty Management System.

Part Number	Description	Quantity/Vehicle
11561547	RIVET ASM - INTERLOCK	3
12378195	DEADENER, SOUND (4 per Box)	1
Procure Locally	CATALYZED PRIMER MATERIAL	As Required (submit as Net Item)

SERVICE PROCEDURE

1. Open the rear compartment and fold down the left rear seatback to access the left rear compartment floor.



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2. Remove the load floor to identify the left side, forward row of spot welds.

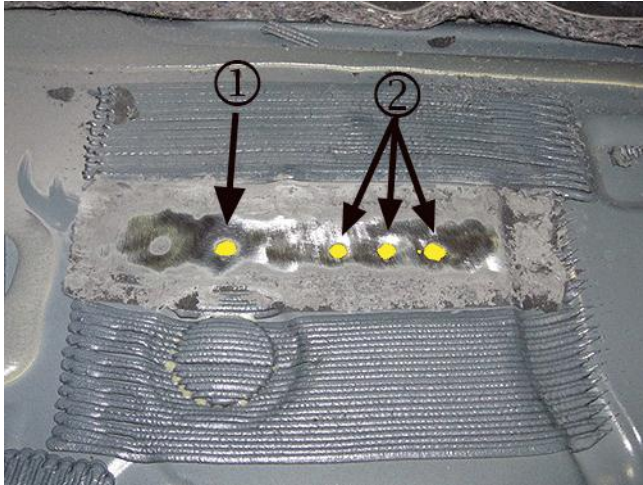


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Note: The floor repair area is easier to access from the rear passenger compartment.

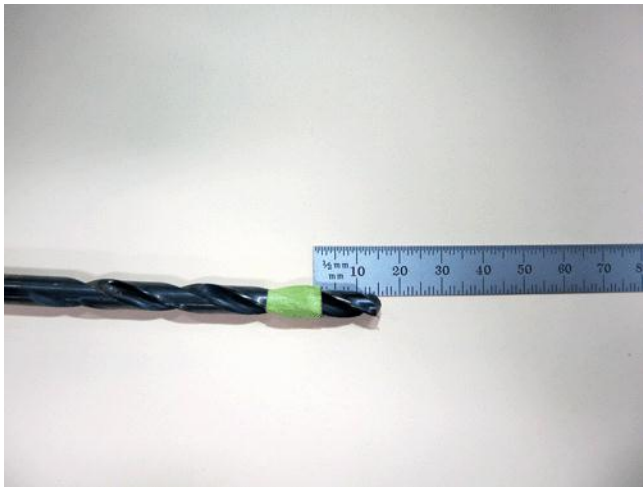
3. Using a suitable tool, such as a chisel, remove the sound deadening material covering the weld area.
4. Clean the loose deadener and debris from the area.

Note: In the following graphics, the floor paint was ground off and the weld locations were painted yellow for display purposes only. During actual repair, disturb as little of the original floor paint as possible.



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5. Identify the possible four affected welds; the first (1) located just forward of the body plug and the next three (2) inline inboard.



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6. Place a drill stop or masking tape at a depth of 15mm (0.590 in) on to a 6.75mm (17/64 in) drill bit.



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7. Locating the holes (1) between the welds, as shown in the graphic above, center punch and drill **three** holes.
8. Clean any burrs or rough edges from the drilled holes.
9. *Prepare a small portion of catalyzed primer in a mixing cup.

***Note:** Refer to the 2014 GM Approved Refinish Materials booklet (GMW-15406) for specific products. To access the booklet, go to www.genuinegmparts.com. Click on Collision Repair. From this page, Click on Paint Shop. Select 2014 GM Approved Refinish Materials. In Canada, the GM Approved Refinish Materials Booklet is also available in GM GlobalConnect by choosing LIBRARY, SERVICE and then PAINT SHOP.



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10. Using a small brush, apply primer around the edges of each of the drilled holes.



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11. Dip the tip of the rivet into the primer.



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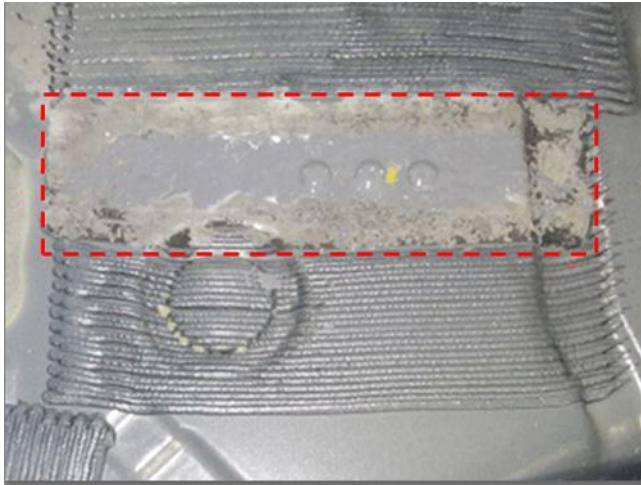
12. Install the rivet using a rivet gun.

13. Repeat this rivet installation in the second and third locations.



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14. Apply catalyzed primer to the rivet tops and any metal surface that was disturbed.



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15. Measure the area of the floor where the sound deadening material was removed.
16. Using the floor area measurements, cut the same size piece of sound deadener.



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17. Using a heat gun, lightly heat the floor where the sound deadener will be applied.



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18. Apply the sound deadener to the floor, covering the new rivets.
19. Reinstall the load floor, close the rear compartment and return the rear seat back to position.

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	Net Item
9101361	Install Rivets and Sound Deadener to Rear Compartment - Floor	0.7	*

- * The amount identified in "Net Item" should represent the actual cost of the Catalyzed Primer Material used to perform the required repairs, not to exceed \$10.00 USD, \$12.59 CAD

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3581
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 12, 2015

Subject: 15079 – Service Update Bulletin
#5 Bar Cold Welds

Models: 2015 Chevrolet Cruze

To: All Chevrolet Dealers

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

General Motors is releasing Service Update Bulletin 15079 today. The total number of U.S. vehicles involved is approximately 52. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated March 12, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES