

# Customer Satisfaction Program

## 50120 Positive Battery Cable Bolt Torque



Reference Number: N162050120  
 GWM Number: 2050120

Release Date: August 2016  
 Revision: 00

**Attention:** This program is in effect until September 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cruze	2016	2016		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2016 model year Chevrolet Cruze vehicles, may have a condition in which the bolt attaching the positive battery cable to the rear fuse block may not be properly attached. This condition may prevent the vehicle from being started, or may illuminate the service engine soon light.
<b>Correction</b>	Inspect the battery positive cable bolt and, if necessary, replace the bolt or fuse block.

### Parts

Quantity	Part Name	Part No.
1	Battery Positive Cable Bolt	11609678
1	Fuse Block	39023243
1	Fuse Block	39023242

Note: Use the VIN, SI and the GM Electronic Parts Catalog (EPC) to determine which fuse block to order.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102447	Inspect Battery Positive Cable Bolt With Feeler Gauge	0.3	ZFAT	N/A
	Add: Replace Battery Positive Cable Bolt	0.1		
	Add: Drill Out Battery Positive Cable Terminal	0.1		
	Add: Fuse Block Replacement	0.4		

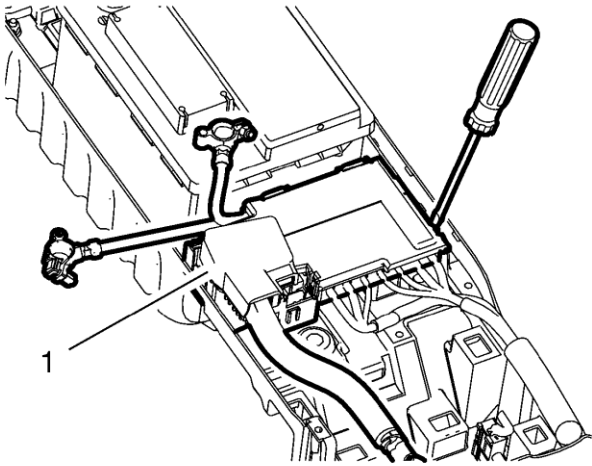
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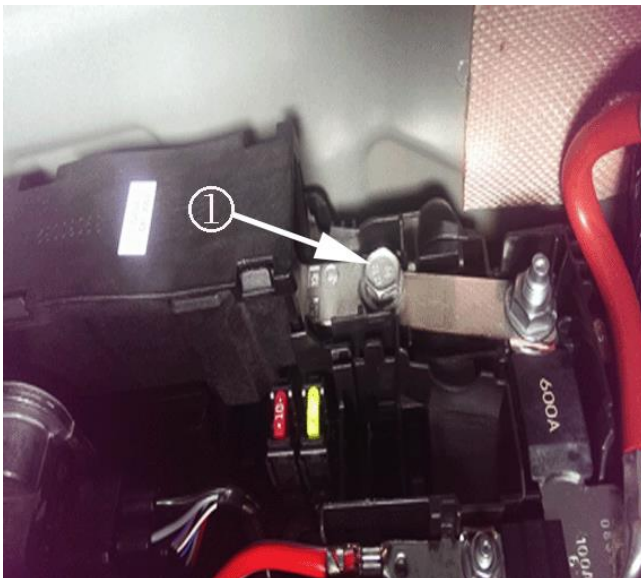
### Service Procedure

1. Record all the radio station presets.
2. Ensure that all lamps and accessories are turned off.
3. Turn the ignition OFF and remove the ignition key or all keyless entry transmitters from within the vehicle.
4. Open the rear compartment lid.
5. Remove the rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.
6. Remove the rear compartment floor panel trim support. Refer to *Rear Compartment Floor Panel Trim Support Replacement* in SI.



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7. Remove the battery fuse box cover (1).



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8. Visually inspect the battery positive cable bolt (1).
  - If the battery positive bolt appears to be loose, proceed to the next step.
  - If the battery positive bolt appears to be tight, proceed to step 19.

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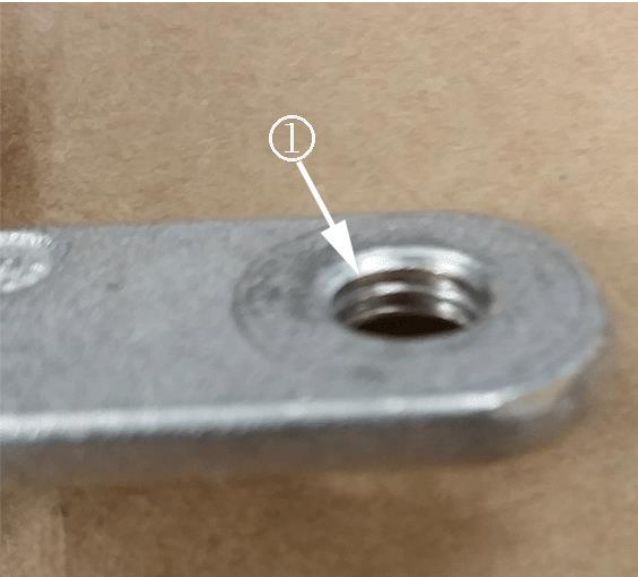
**Caution:** Do NOT allow the wrench to contact any metal surface other than the head of the bolt. Arcing and damage to the electrical system can occur if the wrench contacts any metal surface.

9. Remove the battery positive cable bolt.



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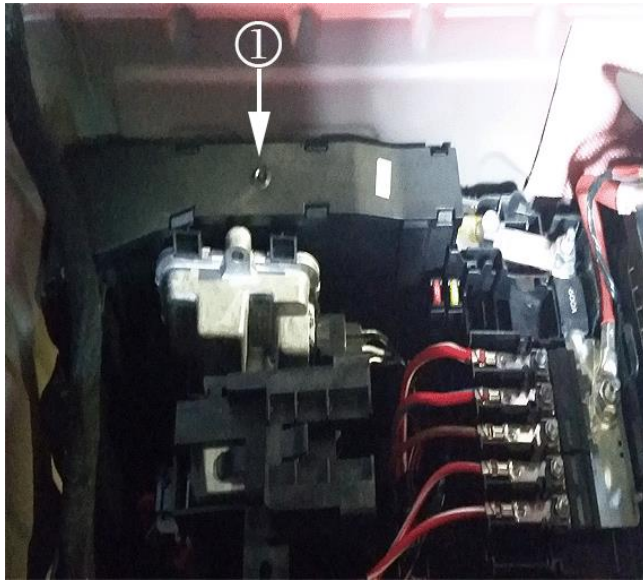
10. Inspect the battery positive cable bolt for evidence of cross-threading or thread damage.



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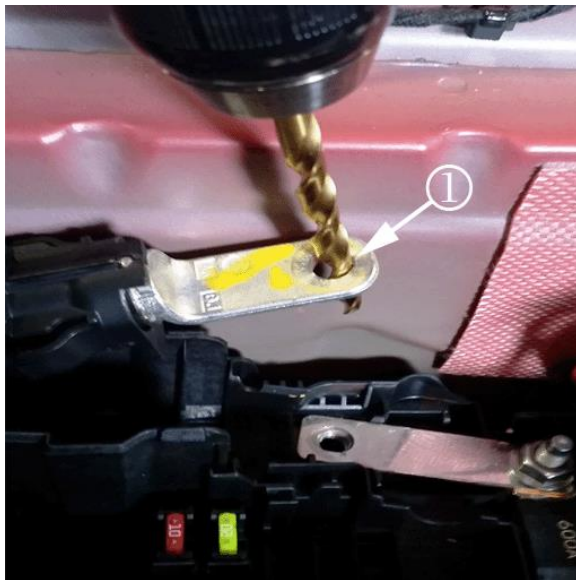
11. Verify the battery positive cable bolt passes freely through the battery positive cable terminal hole (1).
  - If the battery positive cable bolt passes freely through the battery positive cable terminal hole, proceed to step 17.
  - If the battery positive cable bolt does NOT pass freely through the battery positive cable terminal hole, proceed to the next step.

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12. Remove the battery positive cable cover (1).



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**Note:** Place a clean shop towel over the battery fuse block to prevent metal shavings from entering the threads of the battery fuse block or the junction block.

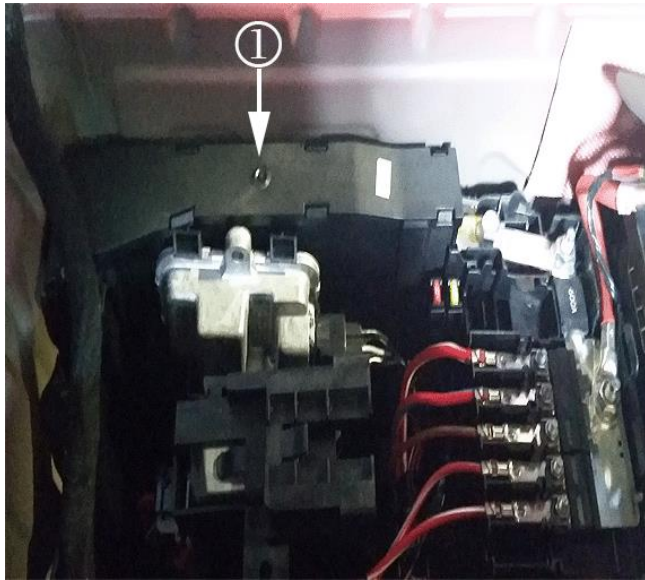
13. Drill out the battery positive cable terminal hole (1) using an 8.5 mm (11/32") drill bit.
14. Verify there are no burrs on the positive cable and there is a flat mating surface. It may be necessary to use fine sandpaper to remove burrs and create a flat mating surface.

**Caution:** Damage can occur to the battery fuse block if metal shavings are in the threads or in the junction block.

15. While wearing safety glasses, use compressed air to carefully blow out the battery fuse block threads and the junction block to ensure there are NOT any metal shavings present.

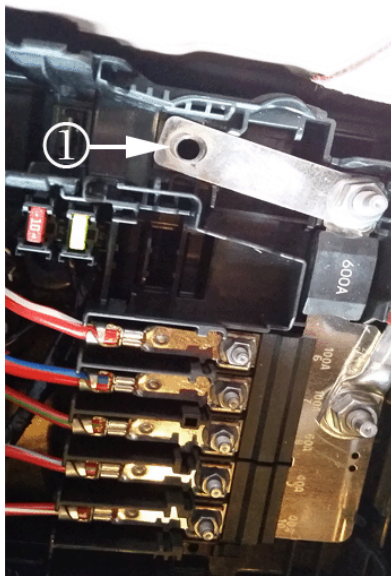
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16. Install the battery positive cable cover (1).



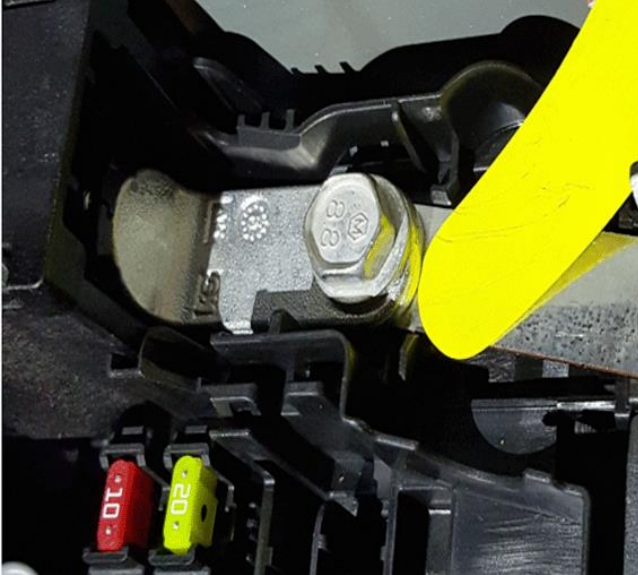
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17. Inspect the threads in the battery fuse block for evidence of damage and attempt to hand thread the bolt into the battery fuse block.
  - If the threads in the battery fuse block are damaged, replace the battery fuse block. Refer to *Fuse Block Replacement* in SI.
  - If the threads in the battery fuse block are NOT damaged, proceed to the next step.
18. Replace the battery positive cable bolt and torque to 16 Nm (12 lb ft).

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19. Attempt to slide a 0.5mm (0.020 in) feeler gauge between the battery positive cable bolt washer (1) and the battery positive cable.
- If the 0.5 mm (0.020 in) feeler gauge will slide between the battery positive cable bolt washer and the battery positive cable, go to step 9.
  - If the 0.5 mm (0.020 in) feeler gauge will NOT slide between the battery positive cable bolt washer and the battery positive cable, proceed to the next step.



20. Attempt to slide a 0.5mm (0.020 in) feeler gauge between the battery positive cable terminal and the bus bar.
- If the 0.5 mm (0.020 in) feeler gauge will slide between the battery positive cable terminal and the bus bar, go to step 9.
  - If the 0.5 mm (0.020 in) feeler gauge will NOT slide between the battery positive cable terminal and the bus bar, proceed to the next step.

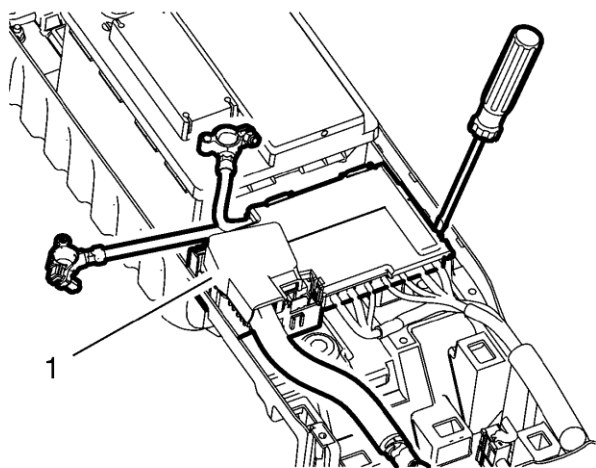
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**Caution:** Do NOT allow the torque wrench to contact any metal surface other than the head of the bolt. Arcing and damage to the electrical system can occur if the torque wrench contacts any metal surface.

21. Verify the battery positive cable bolt is torqued to 12 Nm (9 lb ft).



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22. Install the battery fuse box cover (1).
  23. Install the rear compartment floor panel trim support. Refer to *Rear Compartment Floor Panel Trim Support Replacement* in SI.
  24. Install the rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.
  25. Close the rear compartment lid.
  26. Program all of the customer's radio station presets and set the radio clock to the current time.
- Note:** If the battery was disconnected, inform the customer that the Stop/Start feature will not be available until the vehicle is allowed to sit for at least 3 hours undisturbed.
27. If the battery was disconnected, perform the battery sensor module learn procedure. Refer to *Battery Sensor Module Learn* in SI to verify repair.

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### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through September 30, 2018. 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 September 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# Customer Satisfaction Program

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September 2016

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

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Cruze may have a condition in which the bolt attaching the positive battery cable to the rear fuse block may not be properly attached. This condition may prevent the vehicle from being started, or may illuminate the service engine soon light.

Your satisfaction with your 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 battery positive cable bolt and, if necessary, replace the bolt or fuse block. This service will be performed for you at **no charge until September 30, 2018**. 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	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 Cruze provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

50120

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4147  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 11, 2016  
Subject: 50120 - Customer Satisfaction Program  
Positive Battery Cable Bolt Torque  
Models: 2016 Chevrolet Cruze  
To: All Chevrolet Dealers

General Motors is releasing Customer Satisfaction Program 50120 today. The total number of U.S. vehicles involved is approximately 1,216. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on September 2, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 12, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS