

Service Update

16006 Missing Spare Tire Strap



Reference Number: N162063320
GWM Number: 2063320

Release Date: August 2016
Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire September 30, 2017.
All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

| Make | Model | Model Year | | RPO | Description |
|-----------|-----------------|------------|------|-----|-------------|
| | | From | To | | |
| Chevrolet | Cruze Hatchback | 2017 | 2017 | | |

This service update should be performed on vehicles in dealer inventory only. 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.

| | |
|-------------------|---|
| Condition | Certain 2017 model year Chevrolet Cruze Hatchback vehicles may not be equipped with a spare tire strap in the trunk toolbox kit. In the event the spare tire needs to be used, without a spare tire strap, the damaged tire and wheel will not be able to be secured to the strut in the storage compartment which could cause the damaged tire and wheel to be loose in the rear compartment of the vehicle. |
| Correction | Dealers are to install a new spare tire strap in the trunk toolbox kit. |

Parts

| Quantity | Part Name | Part No. |
|----------|---------------------|----------|
| 1 | STRAP, SPA WHL STOW | 13323033 |

Parts Pre-Ship Information – For USA & Canada

Important: An initial supply of all parts from the strap required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of August 29, 2016. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to the pre-ship will be cancelled. A quantity limiter may be in effect.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--------------------------|------------|-------------|----------|
| 9102530 | Install Spare Tire Strap | 0.2 | ZFAT | N/A |

Service Update

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Service Procedure

1. Open hatch.
2. Remove the rear compartment floor trim panel.
3. Remove the spare tire assembly.



4. Install the spare tire strap into the tool stowage compartment location as shown.
5. Install the spare tire assembly.
6. Install the rear compartment floor trim panel.
7. Close hatch.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than September 30, 2017.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared 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.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4174
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 31, 2016
Subject: 16006 - Service Update
Missing Spare Tire Strap
Models: 2017 Chevrolet Cruze Hatchback
To: All Chevrolet Dealers

General Motors is releasing Service Update 16006 today. The total number of U.S. vehicles involved is approximately 153. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated in the near future. 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
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