

Customer Satisfaction Program

N192265370 Water Leak into Battery Tub



Release Date: September 2019

Revision: 00

Attention: This program is in effect until September 30, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cruze	2016	2017		

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 2016-2017 model year Chevrolet Cruze vehicles may accumulate water in the rear compartment battery tub. This could occur from leaving a deck lid open in inclement weather, ice chest spillage, or water leak. Water intrusion into the DC/DC converter, which is located in the battery tub, could damage it. This corrective action will provide an exit path for water which entered the battery tub.
Correction	Dealers are to install two drains in the battery tub to prevent accumulation of water.

Parts

Quantity	Part Name	Part No.
2	Drain Plug	39123504

Important: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock. Based on our records it appears that there may be a significant amount of Dealer shelf stock. Please validate your shelf stock prior to ordering for this Recall.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104635	Install Two Battery Tub Drain Plugs	0.2	ZFAT	N/A
9104636	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9104637	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

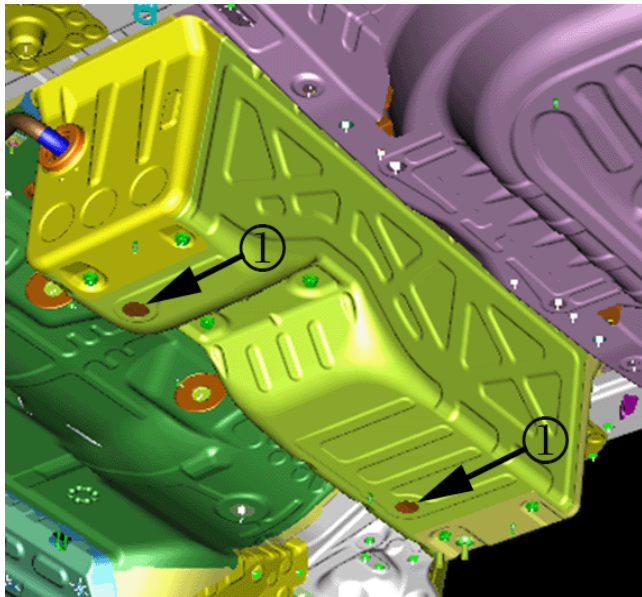
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Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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Note: If excessive water is found in the battery tub, disconnect the battery negative cable and inspect the components located in the tub for water damage using normal SI diagnostic procedures.

2. Remove the two battery tub plugs (1). Discard the plugs.
3. Completely drain any water that is in the battery tub.
4. Install the two new drains into the battery tub (1).
5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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/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.

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, 2021. 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, 2021, 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

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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.

Customer Reimbursement

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 September 30, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**

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September 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2016 or 2017 model year Chevrolet Cruze may accumulate water in the rear compartment battery tub. This could occur from leaving a deck lid open in inclement weather, ice chest spillage, or water leak. Water intrusion into the DC/DC converter, which is located in the battery tub, could damage it. This corrective action will provide an exit path for water which entered the battery tub.

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 install two drains in the battery tub to prevent accumulation of water. This service will be performed for you at **no charge until September 30, 2021**. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already 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 September 30, 2020, unless state law specifies a longer reimbursement period.

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	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Cruze provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
N192265370

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5136
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 13, 2019

Subject: N192265370 - Customer Satisfaction Program
Water Leak into Battery Tub

Models: 2016-2017 Chevrolet Cruze

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192265370 today. The total number of U.S. vehicles involved is approximately 25,071. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin September 26, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 13, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS