

Q&A FOR UPCOMING SAFETY RECALL 13276

Q1. What is the condition being covered?

A1. The front axle right half shaft on certain vehicles could fracture and separate. If this occurs when the vehicle is in motion it would lose power and coast to a stop. If a vehicle with a fractured half shaft is parked on an incline without the parking brake applied, the vehicle could move unexpectedly. Dealers will replace the right front half shaft at no charge to the customer.

Q2. How did you discover the condition?

A2. Reports from the field indicated there may be a concern,

Q3. Have there been any reports from the field of crashes or injuries related to this condition?

A3. We are aware of four reports from a possible population of 4,254 in the U.S. and Canada. None involved crashes or injuries.

Q4. Where were these vehicles made?

A4. Lordstown, Ohio

Q5. Where besides the United States were these vehicles sold?

A5. Canada (1,093 with one reported case)

Q6. Are other countries recalling Cruzes for this issue?

A6. The Cruze is a global vehicle and other regions will determine what, if any, action to take.

Q7. Is my vehicle safe to drive?

A7. If the condition occurs while driving the vehicle, steering and braking control will be maintained, however the vehicle would no longer accelerate and would coast to a stop. When parking on an incline, always set your parking brake as a precaution.

Q8. How would I know if my vehicle had the issue being covered?

A8. The recall being announced covers certain 2013-14 Chevrolet Cruzes equipped with a 1.4L turbo engine and a manual transmission. These vehicles were manufactured between Jan. 24 and Aug. 1, 2013. Dealers are being sent a list of involved vehicles. GM will be notifying affected customers by letter.

Q9. When will I be able to get my vehicle repaired and how much will it cost me?

A9. Customers will be notified shortly to schedule a dealer appointment. There is no charge for this repair.

Q10. Who is the supplier of the affected part/component?

A10. Nexteer Automotive Corp. (Confirm only if asked)

Q11. What part or parts are involved?

A11. See question No. 1

Q12. Are parts available? If not, when will they be available?

A12. Customers will receive a letter shortly to schedule a dealer appointment.

Q13. I am not experiencing the condition or issue that is described, but I don't feel safe driving the vehicle. What should I do?

A13. Contact your dealer.