



May 5, 2011

11V-273
(3 Pages)

Mr. Claude Harris
Acting Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, D.C. 20590

Dear Mr. Harris:

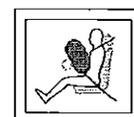
The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a noncompliance involving certain 2011 model year Chevrolet Cruze vehicles.

573.6(c)(1): Chevrolet Brand of General Motors Company

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that certain 2011 model year Chevrolet Cruze vehicles equipped with an automatic transmission may fail to conform to Federal/Canada Motor Vehicle Safety Standard 102, Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect, and Standard 114, Theft Protection and Rollaway Prevention. These vehicles may have been built with a transmission shift linkage that is not properly seated. If the linkage is not properly seated, the PRNDL shift lever may not accurately reflect position of the transmission gear. With this condition the driver could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. The driver may not be able to restart the vehicle and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

573.6(c)(7): On February 28, 2011 a loose shift link was discovered on a vehicle at the assembly plant and repaired before the vehicle was shipped. Process improvements were immediately implemented at the assembly plant to prevent any future occurrences of loose levers. An investigation was started on March 7, 2011 to fully understand whether any other loose shift links may have been produced and potentially shipped to dealerships. All appropriate data sources were searched for complaints of this condition. GM reviewed 156 cases in detail, many of which revealed a misaligned PRNDL. In a few cases a cable adjustment clip was reported as not fully seated, creating a similar slack in the linkage system.



The issue was presented to the Field Performance Evaluation Review Committee and on April 29, 2011, the Executive Field Action Decision Committee decided to conduct a noncompliance recall.

573.6(c)(8): Dealers are to inspect the transmission shift link for correct installation, and adjust the shift linkage system.

GM will provide the dealer bulletin and owner letter mail dates when available.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): GM will provide copies of the dealer bulletin and owner letter when available.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Carmen Benavides". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

M. Carmen Benavides
Director, Product Investigations
and Safety Regulations

11142
Attachment

573.6(c)(2)(3)(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>	<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	P	2011	100,308	10/06/2009 04/27/2011	Cruze	*
	GM Total:		100,308			

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): N/A

11142