



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Engine Coolant Leak from the Water Pump

MODELS: 2011-2014 Chevrolet Cruze
2012-2014 Chevrolet Sonic
With 1.4L Engine (RPO LUJ or LUV)

The Warranty Transaction Information section has been revised to show the labor time breakdown for vehicles still covered under warranty. Please discard all copies of bulletin 14371A.

CONDITION

Some 2011-2014 model year Chevrolet Cruze vehicles and some 2012-2014 Chevrolet Sonic vehicles with the 1.4L engine may have an engine coolant leak from the water pump. The pump may leak from the weep reservoir or from the water pump shaft seal, leading to a drip of coolant onto the engine or onto the ground. Over time, the loss of coolant will reduce cooling performance and eventually could lead to engine overheating. If this condition is not corrected, the “Service Engine” indicator light may come on, an “Engine Hot, AC Off” message may appear, a chime may sound, and the engine power may be reduced.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the water pump if it is leaking. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 7, 2014, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 7, 2014, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections

and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
55486342	Kit, Water Pump (Includes Water Pump, Water Pump Gasket, and Thermostat Housing Seal / Water Inlet Seal)	1
55564507	Bolt (Long), Engine Front Cover	1
11099551	Bolt (Short), Engine Front Cover	1
11588757	Bolt, Transaxle	3
11570514	Bolt, Engine Mount Bracket	3
12346290 - US 10953464 - CA	Coolant, Engine (Dex-Cool) (1 Gallon Container in US / 4 L Container in Canada)	1

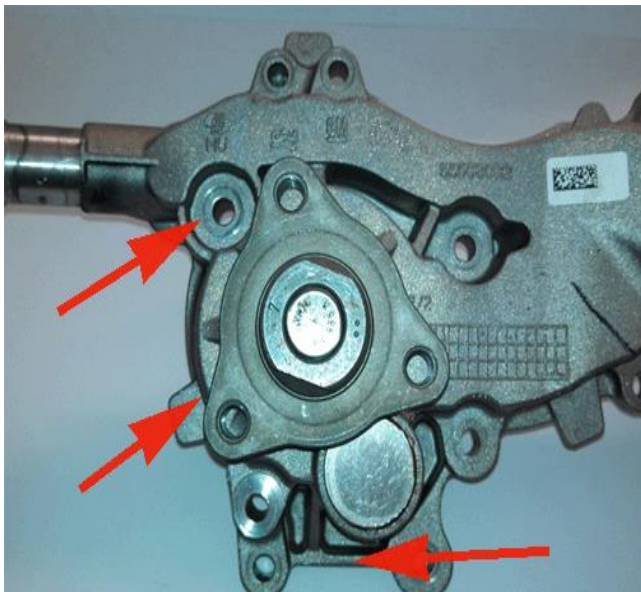
SERVICE PROCEDURE

Note: This field action bulletin provides a service procedure and labor time for replacing the water pump due to a leak. Radiator or radiator hose replacements or water pump replacements for other concerns are not covered under this field action bulletin. Submit a claim under warranty, customer pay, or goodwill for coolant leak repairs that are not covered in this field action bulletin.

1. Inspect the water pump for obvious leaks or excessive water pump coolant deposits as outlined below.

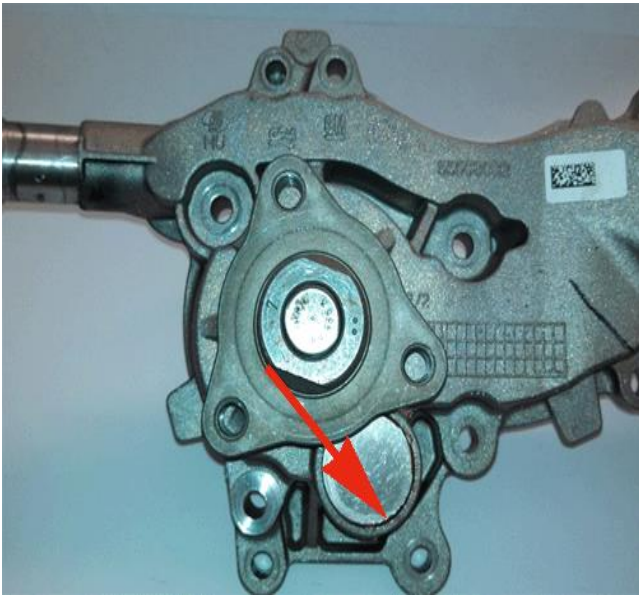
Normal Water Pump Appearance (Do Not Replace Pump)

If the water pump is not obviously leaking and the housing only shows minimal coolant deposits as shown below, do not replace the pump. The water pump is functioning as designed and no further action is required.



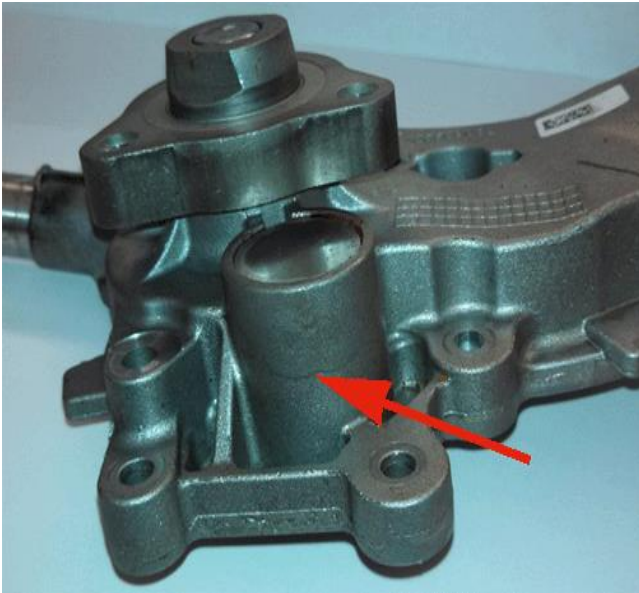
3609232

No evidence of coolant leakage on the pump body.



3609233

Only slight coolant staining around the perimeter of the cover plate.

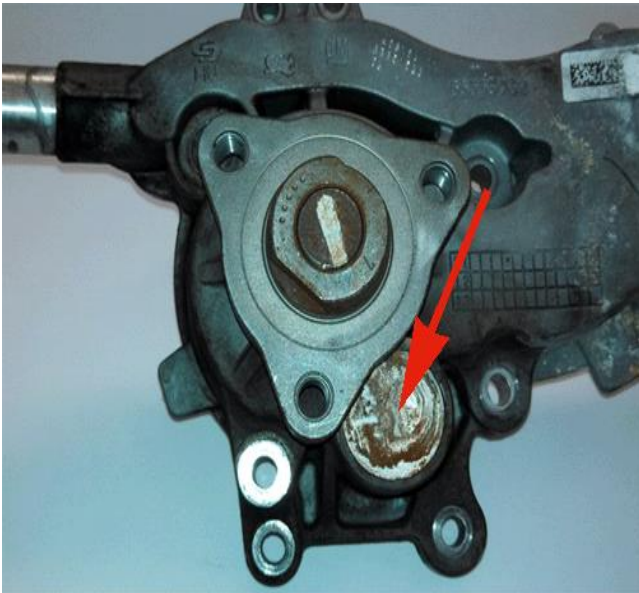


3609237

Only slight coolant staining on the underside of the housing.

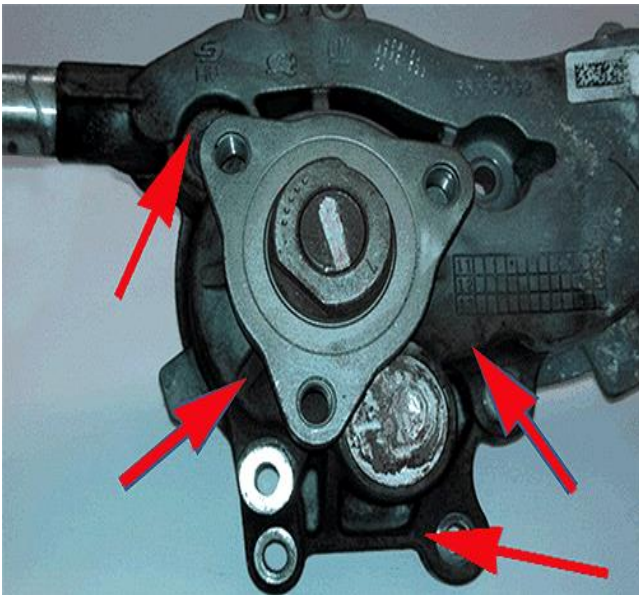
Excessive Water Pump Coolant Deposits (Replace Pump)

If the water pump is obviously leaking coolant or the water pump housing displays excessive evidence of leaking as shown below, continue to Step 2.



3609253

Significant coolant residue on the cover plate.



3610640

Evidence of coolant residue on the exterior surfaces of the pump housing.

Remove and replace the water pump if it is obviously leaking coolant or if it has excessive evidence of coolant deposits as described above. Refer to *Water Pump Replacement* in SI for the replacement procedure, which also includes important information about specific bolts that should not be reused as well as all of the related torque specifications.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by October 31, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within 10 years of the date the vehicle was originally placed in service, or 150,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

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 October 31, 2015. Repairs must have occurred within 10 years of the date the vehicle was originally placed in service, or 240,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

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

Labor Code	Description	Labor Time	Net Item
9900043	Water Pump Inspection – No Repairs Required	0.3	N/A
4032750	Water Pump Replacement – for use on vehicles still under warranty	1.3	N/A
	Add: Fill Cooling System	0.3	
	Add: With Hydraulic Power Steering (Cruze only)	0.1	
9900044	Water Pump Replacement – for use on vehicles out of warranty	1.6*	N/A
	Add: With Hydraulic Power Steering (Cruze only)	0.1	
9900045	Customer Reimbursement Approved	0.2	**
9900046	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* Also includes labor time to inspect the water pump and fill the cooling system.

** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.



October 2014

Dear General Motors Customer:

As the owner of a 2011-2014 Chevrolet Cruze or 2012-2014 Chevrolet Sonic, your satisfaction with our product is very important to us.

This letter is intended to make you aware that your 2011-2014 Chevrolet Cruze or 2012-2014 Chevrolet Sonic vehicle equipped with a 1.4L engine may have an engine coolant leak from the water pump. The pump may leak from the weep reservoir or from the water pump shaft seal, leading to a drip of coolant onto the engine or onto the ground. Over time, the loss of coolant will reduce cooling performance and eventually could lead to engine overheating. If this condition is not corrected, the "Service Engine" indicator light may come on, an "Engine Hot, AC Off" message may appear, a chime may sound, and the engine power may be reduced.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the coolant leak described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011-2014 Chevrolet Cruze or 2012-2014 Chevrolet Sonic within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have 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 October 31, 2015, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney
General Director,
Customer and Relationship Services

14371

GM CUSTOMER CARE AND AFTERSALES
DCS3518
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 27, 2015

Subject: 14371B – Special Coverage
Engine Coolant Leak from the Water Pump
Revised Warranty Transaction Information Section

Models: 2011-14 Chevrolet Cruze; 2012-14 Chevrolet Sonic Equipped with
1.4L Engine (RPO LUJ or LUV)

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

The Warranty Transaction Information section has been revised to show the labor time breakdown for vehicles still covered under warranty. Please discard all copies of bulletin 14371A.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES