

Customer Satisfaction Program

16147 Center High Mount Stop Lamp Water Leak



Reference Number: N162064340

Release Date: December 2016
Revision: 00

Attention: This program is in effect until January 31, 2019.

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	On certain 2016-2017 model year Chevrolet Cruze vehicles, the center high mount stop lamp (CHMSL) fasteners may back off over time and cause a water leak, allowing water to flow into the rear compartment battery tub. When the battery tub fills with water to a height of 50mm or more, the DC/DC converter module board and connector are exposed to water which may cause corrosion. If water drains below the DC/DC converter, a resistive short may occur on the printed circuit board which could result in an unattended fire when the DC/DC converter is powered.
Correction	Dealers are to inspect for water damage in the battery tub electrical components, and replace the CHMSL gaskets and nuts (adding Loctite to the nut).

Parts

Quantity	Part Name	Part No.
Obtain Locally	Loctite Threadlocker Blue 242	
4	Nuts	11609737
1	Gasket Kit	84279073

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

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. 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
9102790	Replace High Mount Stop Lamp Nuts and Gaskets	0.6	ZFAT	N/A
	Add: Drain Water from Battery Tub	0.2		
	Replace Multifunction Power Supply Converter	0.3		
	Replace Fuel Pump Power Control Module	0.2		
	Replace Fuse Block	0.4		

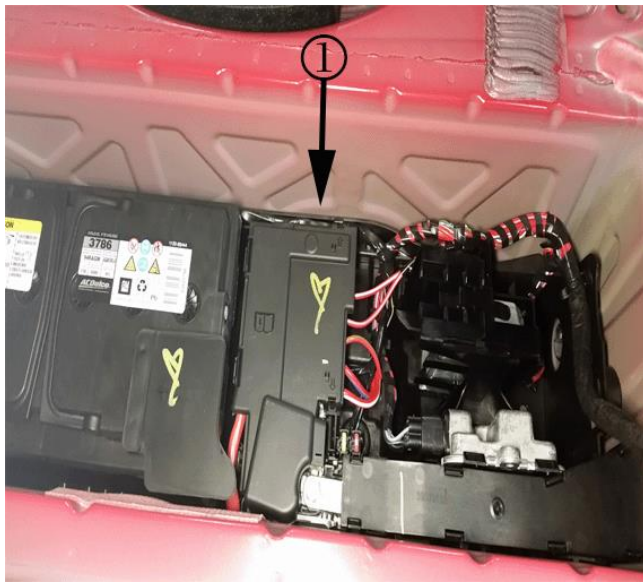
Service Procedure

Note: A training video is available on the GM Center of Learning web site (centerlearning.com) to aid technicians with this repair. After logging into the website, U.S. dealers should select Resources and then Video on Demand. Once the portal opens, scroll down to the search box and type in the course number 10216.12V and click on search. This topic is in the What's Hot for Cars segment. Canadian dealers should access the GM Centre of Learning web site through your Global Connect Home Page and search the catalogue for Course Number 52016.12D-0D (December 2016 TAC Talk).

1. Open the rear compartment lid.
2. Remove the rear compartment floor panel trim. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.

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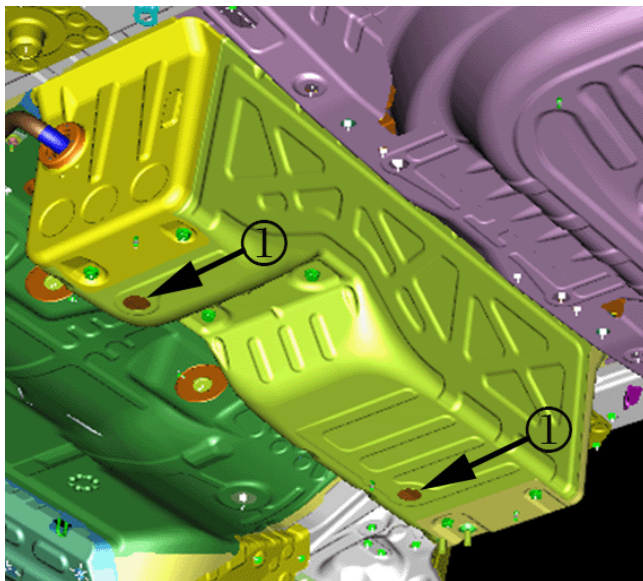


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3. Inspect the battery tub (1) for the evidence of a water leak or standing water.
 - If evidence of a water leak or standing water is NOT found, proceed to step 14.
 - If evidence of a water leak or standing water is found, proceed to the next step.

Warning: Failure to disconnect the battery negative cable could result in a vehicle fire.

4. Disconnect the battery negative cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
5. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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6. Remove the body plugs (1) to drain the water out of the battery tub.
7. Completely drain any water that is in the battery tub.
8. Install the body plugs into the battery tub.
9. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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10. Replace the multifunction power supply converter. Refer to *Multifunction Power Supply Converter Replacement* in SI.
11. Inspect the fuel pump power control module for signs of water contacting the electrical connector or signs of terminal corrosion in the electrical connector or module.
 - If there is NOT any evidence of water contacting the electrical connector or corrosion, proceed to the next step.
 - If there is any evidence of water contacting the electrical connector or corrosion, replace the fuel pump power control module. Refer to *Fuel Pump Power Control Module Replacement* in SI.
12. Inspect the fuse block for signs of corrosion or blown fuses.
 - If there is NOT any evidence of corrosion or blown fuses, proceed to the next step.
 - If there is any evidence of corrosion or blown fuses, replace the affected component. Refer to *Fuse Block Replacement* in SI.
13. Inspect all connectors and terminals on the wire harness for signs of corrosion.
 - If there is NOT any evidence of corrosion, proceed to the next step.
 - If there is any evidence of corrosion, replace the affected component.
14. Open the rear doors.
15. Fold down the rear seat.

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16. Open the fastener cap (1) on both body side rear window garnish moldings.
17. Remove the top fastener (2) from both body side rear window garnish moldings.



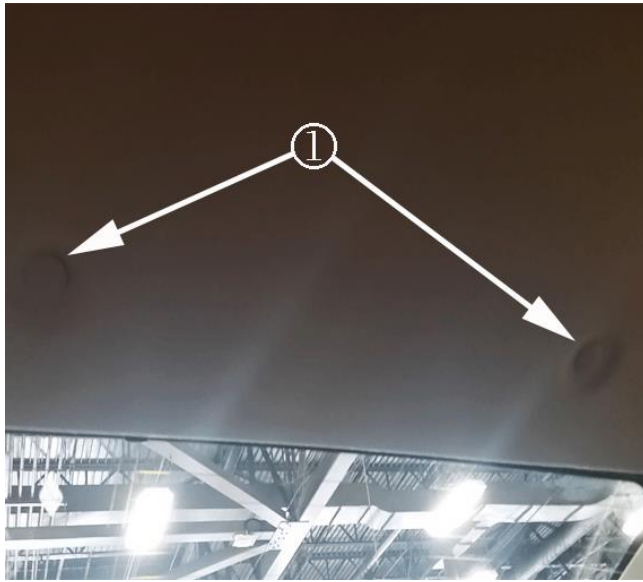
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Note: It is NOT necessary to remove the lower fastener from the body side rear window garnish moldings.

18. Use a flat bladed plastic tool to disengage the body side rear window garnish molding retainers.

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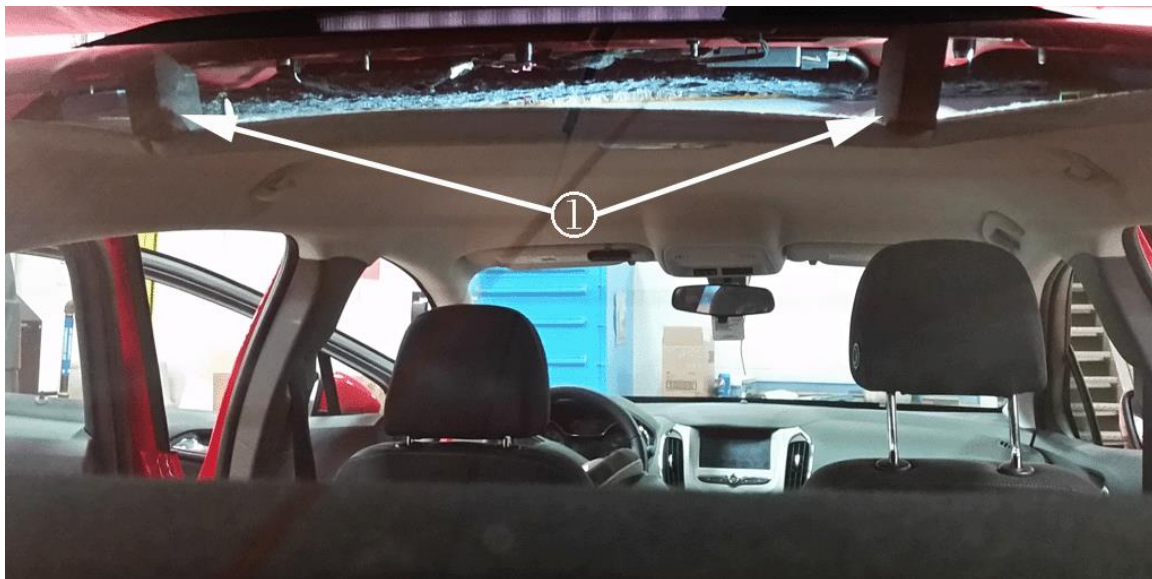
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Warning: Do not attempt to repair or alter the head impact energy-absorbing material glued to the headliner or to the garnish trims. If the material is damaged, replace the headliner and/or the garnish trim. Failure to do so could result in personal injury.

Caution: If a vehicle is equipped with a head curtain inflator module ensure that the inflator module and tether are undamaged. If tether or curtain airbag are damaged in any way, they must be replaced.

Caution: Use care when working around the head curtain inflator module. Sharp tools may puncture the curtain airbag. If the head curtain inflator module is damaged in any way, it must be replaced.

19. Release the two headlining trim panel retainers (1).

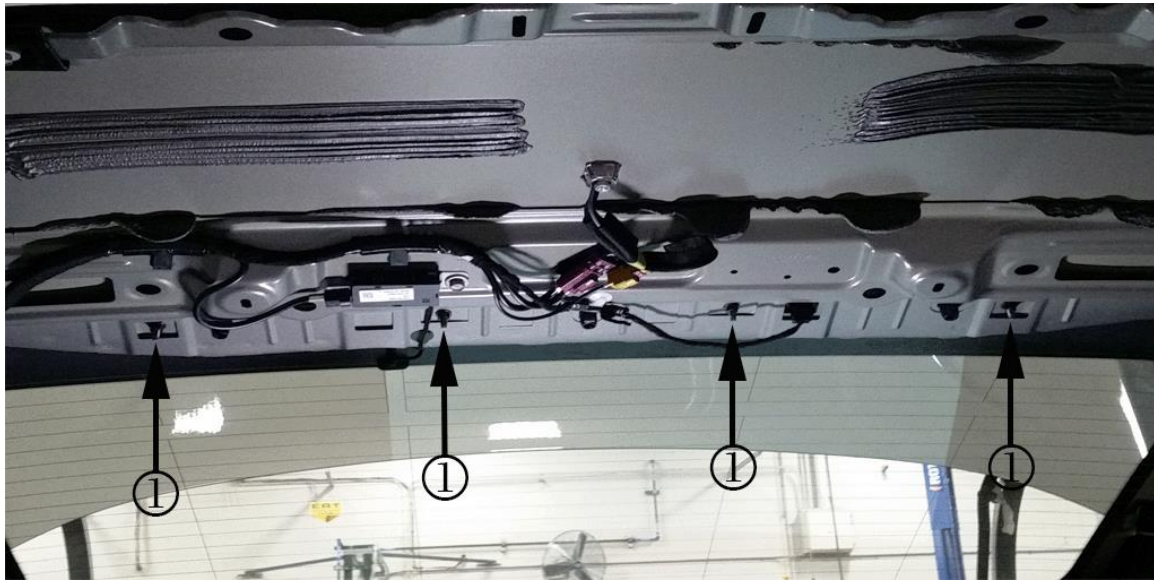


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20. Install two foam blocks (1) between the roof of the vehicle and the headlining trim panel to gain access to the high mount stop lamp nuts.

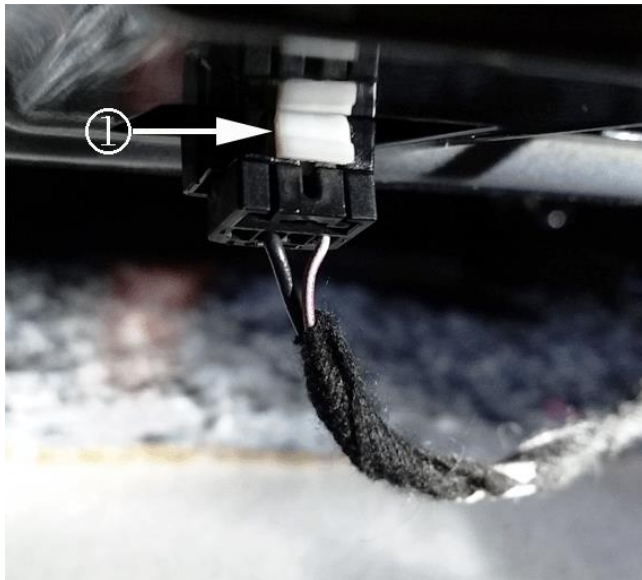
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21. Remove the high mount stop lamp nuts (1) and DISCARD.



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22. Slide the connector position assurance (CPA) (1) down in order to release the electrical connector.

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23. Disconnect the high mount stop lamp electrical connector (1).
24. Disengage the retainer (2) securing the high mount stop lamp to the vehicle.
25. Remove the high mount stop lamp from the vehicle.

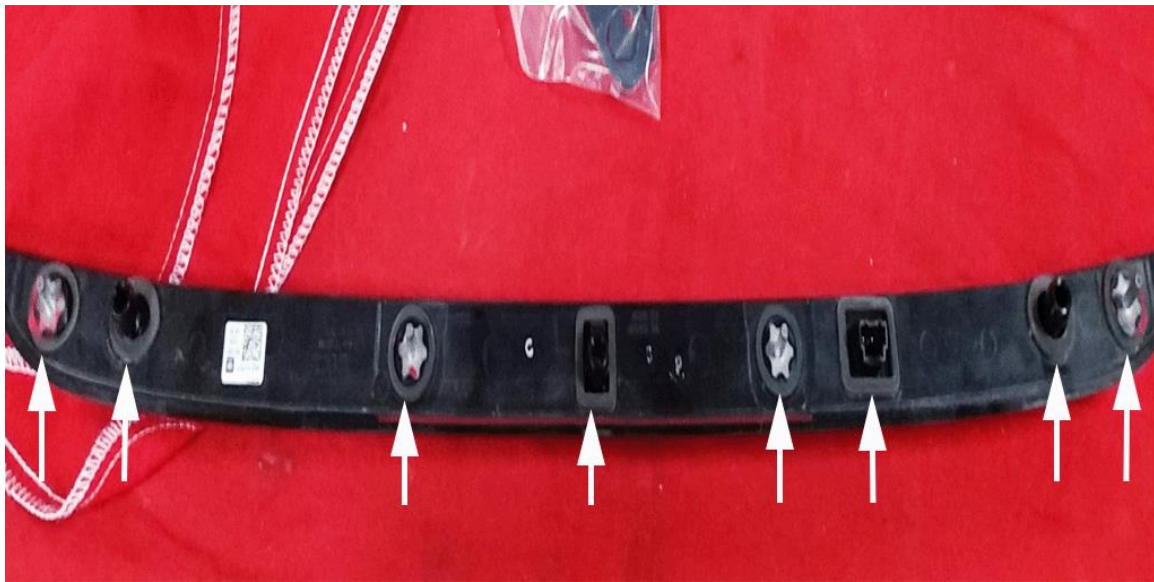


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26. Clean the body mating surface with a clean lint free rag.

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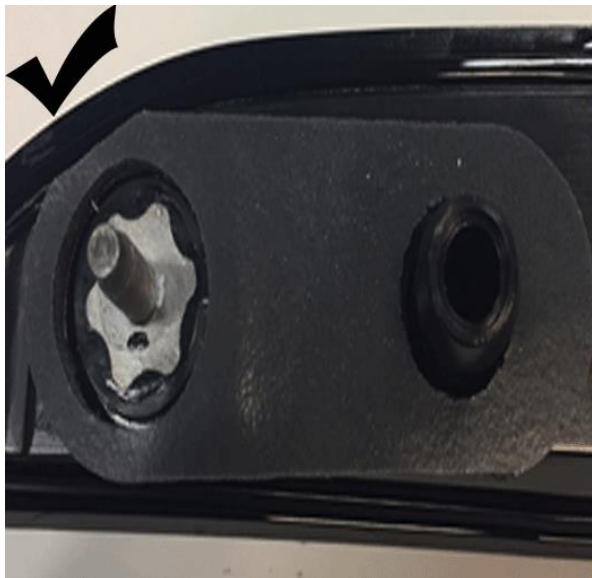


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Caution: Do NOT use sharp tools or any chemicals to remove the gaskets from the high mount stop lamp as part damage may occur.

Note: Ensure that all foam residue is removed from the high mount stop lamp.

27. Remove the gaskets from the high mount stop lamp and DISCARD.



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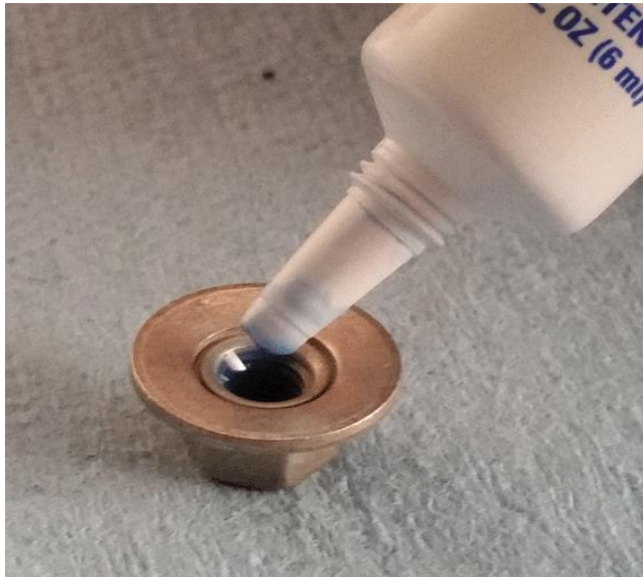
Caution: Make sure the gasket is centered and does NOT ride up the fastener joint. A water leak may occur if the gasket is not installed properly. Refer to the pictures above.

28. Install NEW gaskets on the high mount stop lamp.

29. Install the high mount stop lamp in the vehicle.

Note: Ensure the connector and connector position assurance (CPA) are fully seated.

30. Connect the high mount stop lamp electrical connector.



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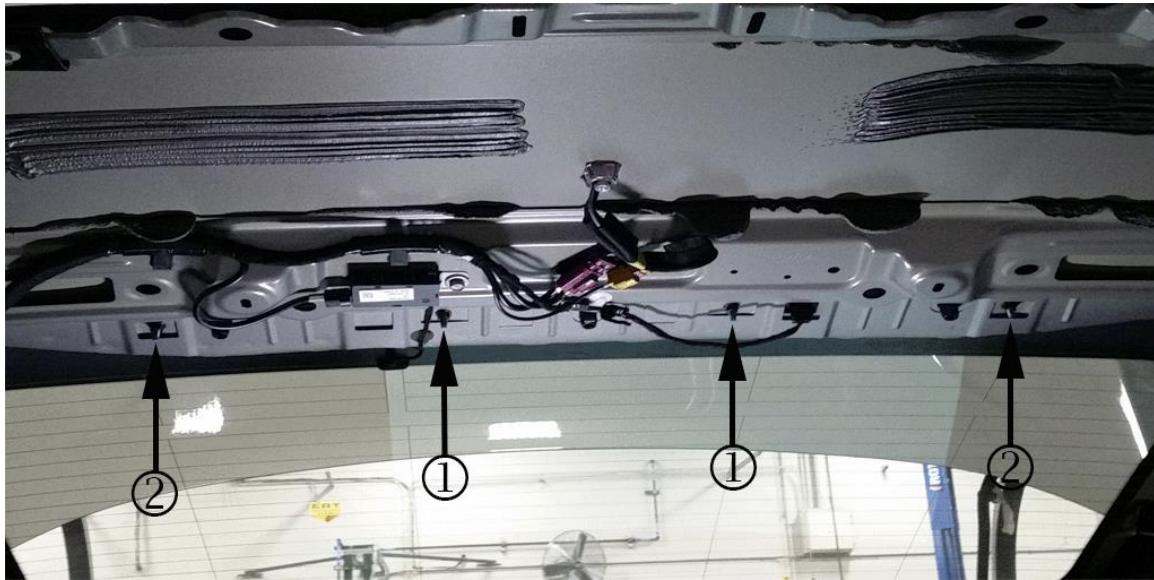
Caution: Ensure threadlocker does NOT come into contact with the high mount stop lamp or headlining trim panel as part damage will occur.

31. Apply two to three drops of medium strength blue threadlocker to the threads of each high mount stop lamp nut.

32. Install the NEW high mount stop lamp nuts and hand tighten.

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Note: The two middle high mount stop lamp nuts (1) **MUST** be torqued first.

33. Torque the two middle high mount stop lamp nuts (1) to 8 Nm (71 lb in).
34. Torque the two outside high mount stop lamp nuts (2) to 8 Nm (71 lb in).
35. Perform a two minute water leak test on the high mount stop lamp using a water hose.
 - If a water leak is NOT found, proceed to step 37.
 - If a water leak is found, verify the high mount stop lamp nuts are properly torqued and proceed to the next step.
36. Re-water test the high mount stop lamp using a water hose.
 - If a water leak is NOT found, proceed to step 37.
 - If a water leak is found, replace the high mount stop lamp gaskets and high mount stop lamp nuts following steps 23-35.
37. Remove the foam blocks.
38. Secure the two headlining trim panel retainers.
39. Secure the body side rear window garnish moldings to the vehicle.



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40. Install the top fastener (2) from both body side rear window garnish moldings.
41. Close the fastener cap (1) on both body side rear window garnish moldings.
42. Fold the rear seat up.
43. Close the rear doors.

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/repaired 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 January 31, 2019. 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 January 31, 2019, 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 complete this program.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

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.



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January 2017

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

Dear General Motors Customer:

We have learned that your 2016 or 2017 model year Chevrolet Cruze may have a condition in which the center high mount stop lamp (CHMSL) fasteners may back off over time and cause a water leak, allowing water to flow into the rear compartment battery tub. When the battery tub fills with water to a height of 50mm or more, the DC/DC converter module board and connector are exposed to water which may cause corrosion. If water drains below the DC/DC converter, a resistive short may occur on the printed circuit board which could result in an unattended fire when the DC/DC converter is powered.

Your satisfaction with your Chevrolet 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 inspect for water damage in the battery tub electrical components, and replace the CHMSL gaskets and nuts (adding Loctite to the nut). This service will be performed for you at **no charge until January 31, 2019**. 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.

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	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. 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.

Terry M. Inch
Executive Director
Global Connected Customer Experience

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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4293
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 14, 2016
Subject: 16147 - Customer Satisfaction Program
Center High Mount Stop Lamp Water Leak
Models: 2016-2017 Chevrolet Cruze
To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16147 today. The total number of U.S. vehicles involved is 147,982. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the first week of January, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 14, 2016. 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
GLOBAL SAFETY FIELD INVESTIGATIONS