

Special Coverage Adjustment

38170 Accelerator Pedal Stalk Fracture



Reference Number: N16203817
GWM Number: 2038170

Release Date: August 2016
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Cascade (USA)	2016	2016		
Buick	Verano	2012	2017		
Cadillac	ELR	2014	2016		
Chevrolet	Cruze	2010	2016		
Chevrolet	Volt	2011	2015		
Chevrolet	Orlando (Canada)	2011	2013		

Involved vehicles are identified on the Applicable Warranties section 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 some 2016 model year Buick Cascade, 2012-2017 Buick Verano, 2014-2016 Cadillac ELR, 2010-2016 Chevrolet Cruze, 2011-2015 Chevrolet Volt, and 2011-2013 Chevrolet Orlando (Canada) vehicles, the accelerator pedal can break at the stalk just below the housing due to the driver entering or exiting the vehicle with their foot resting on the accelerator pedal. If the pedal breaks, it would not be possible to operate the accelerator once the stalk has broken off. The vehicle would return to idle regardless of transmission gear position.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after August 12, 2016, 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 August 12, 2016, must be submitted to the Service Contract provider.
Correction	Dealers are to inspect and if required, replace the accelerator pedal position sensor assembly. The repairs will be made at no charge to the customer.

Part Information

Quantity	Part Name	Part No.
1	Accelerator Pedal Assembly	13252702

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All orders will be reviewed prior to being filled. Parts may have quantity limiters in effect.

Note: It is estimated that less than 0.1% of involved vehicles will require accelerator pedal assembly replacement. Do not order parts for shelf stock. Limited but sufficient quantities of the accelerator pedal assembly are currently available for order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900372	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900373	Replace Accelerator Pedal Position Sensor (2011-2015 Chevrolet Volt, 2014-2016 Cadillac ELR) All Other Models Add: Diagnostic Time	0.2 0.3 0.1-0.3	ZREG	N/A
9900374	Customer Reimbursement Approved	0.2	ZREG	*
9900375	Customer Reimbursement Denied – For USA dealers only	0.1	ZREG	N/A

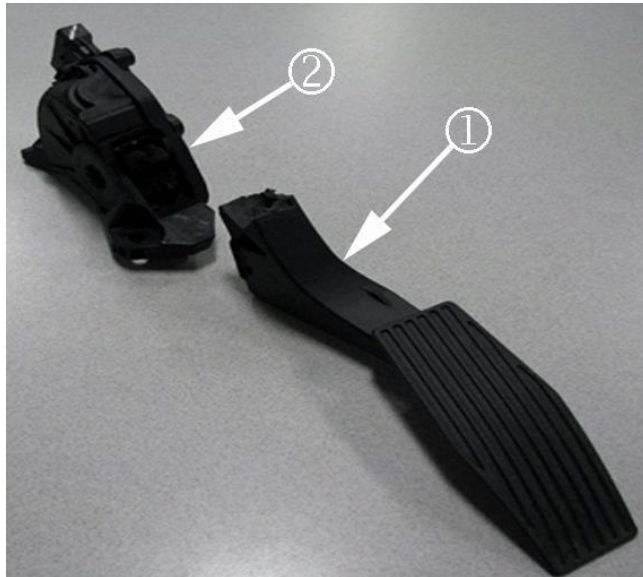
* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

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Service Procedure



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1. Verify that the accelerator pedal (1) has separated from the housing (2).
 - If the accelerator pedal is NOT separated from the housing, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.

If the accelerator pedal is separated from the housing, replace the accelerator pedal. Refer to *Accelerator Pedal Position Sensor Replacement* or *Accelerator Pedal Replacement* in SI.

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, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

General Motors will notify customers of this special coverage on their vehicle (see copy of typical customer letter included with this bulletin).

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 August 31, 2017. 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

Special Coverage Adjustment

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August 2016

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

Dear General Motors Customer:

As the owner of a 2016 model year Buick Cascada, 2012-2017 Buick Verano, 2014-2016 Cadillac ELR, 2010-2016 Chevrolet Cruze, 2011-2015 Chevrolet Volt, or 2011-2014 Chevrolet Orlando (Canada) vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016 model year Buick Cascada, 2012-2017 Buick Verano, 2014-2016 Cadillac ELR, 2010-2016 Chevrolet Cruze, 2011-2015 Chevrolet Volt, or 2011-2013 Chevrolet Orlando (Canada) may have a condition where the accelerator pedal can break at the stalk just below the housing due to the driver entering or exiting the vehicle with their foot resting on the accelerator pedal. If the pedal breaks, it would not be possible to operate the accelerator once the stalk has broken off. The vehicle would return to idle regardless of transmission gear position.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as 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 GM vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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 August 31, 2017, 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)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
38170

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4148
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 12, 2016

Subject: 38170 - Special Coverage
Accelerator Pedal Stalk Fracture

Models: 2016 Buick Cascada (USA)
2012-2017 Buick Verano
2014-2016 Cadillac ELR
2010-2016 Chevrolet Cruze
2011-2015 Chevrolet Volt
2011-2013 Chevrolet Orlando (Canada)

To: All Buick, Cadillac, and Chevrolet Dealers

General Motors is releasing Special Coverage 38170 today. The total number of U.S. vehicles involved is approximately 1.5 million. Please see the attached bulletin for details.

It is estimated that less than 0.1% of involved vehicles will require accelerator pedal assembly replacement during the terms of this special coverage. Do not order parts for shelf stock. Limited but sufficient quantities of the accelerator pedal assembly are currently available for order.

Customer Letter Mailing

The customer letter mailing will begin the week of September 5, 2016

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 12, 2016.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS