



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rattle/Buzz Type Noise at Center of Instrument Panel Area

Models: 2011-2012 Chevrolet Cruze
Built Prior to June 16, 2011

Condition/Concern

Some customers may comment on a rattle/buzz type noise from the center instrument panel area. This noise is most pronounced at engine speed between 1500-2000 rpm and is more noticeable on vehicles equipped with manual transmissions. The noise may be mistaken for an underhood rattle due to its location.

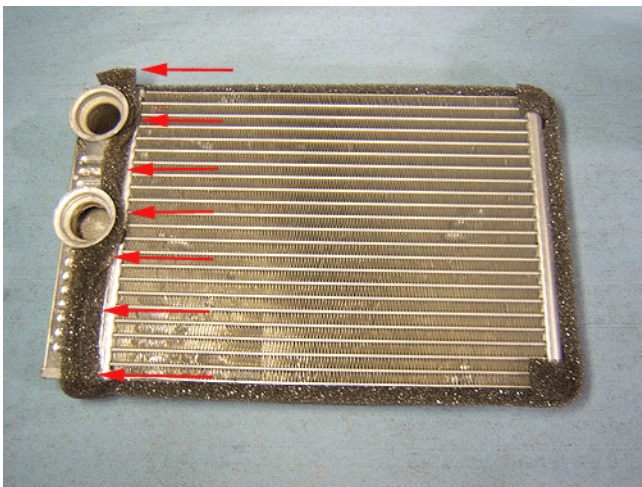
This condition may be caused by contact between the heater core and the HVAC case.

Recommendation/Instructions

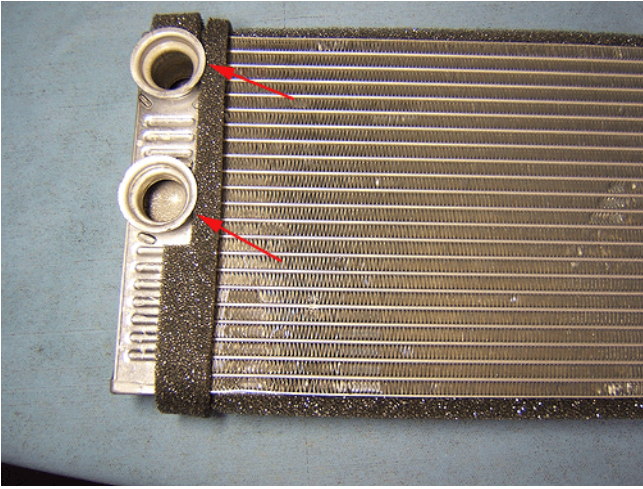
Important: When removing the heater core there will be some coolant left in the core. Place a small drain pan under the hose fitting area of the heater core BEFORE DISCONNECTING the clamps to capture the coolant and protect the vehicle interior.

Use the following steps to install a revised foam seal to the heater core. This procedure requires that the heater core be removed and reinstalled in the vehicle.

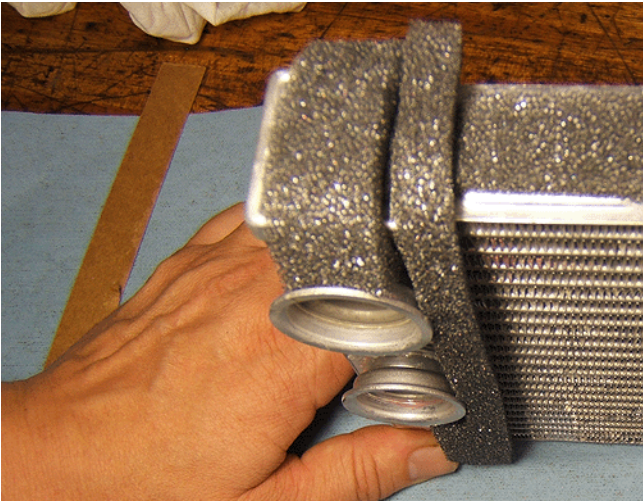
1. Remove the heater core. Refer to Heater Core Replacement in SI.



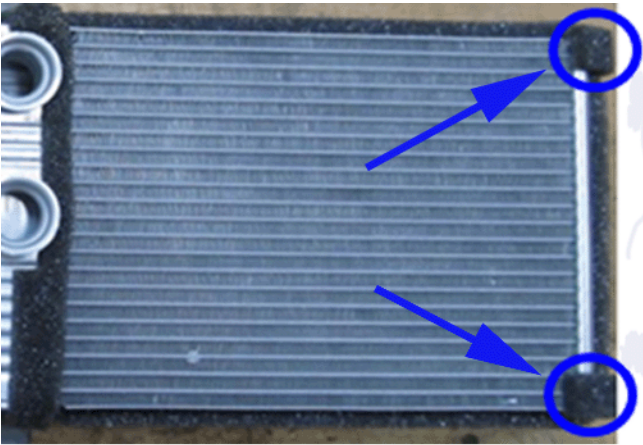
2. With the core on the bench, remove the foam seal on the tank end.



3. Install the new seal. Start at the pipe fittings as shown.



4. Wrap the foam seal around the tank end. Ensure the ends overlap as shown.



5. Inspect the opposite corners of the tank and ensure the corner foam seals are in place.
If the seals are not in place, install two 18 mm (3/4 in) x 60 mm (23/8 in) pieces of foam material as shown.
6. Reinstall the heater core. Refer to Heater Core Replacement in SI.

Parts Information

*Use the Warranty Parts Center-Parts Request Form below to obtain the new foam seal.

Part Number	Description
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93190977	Clamp Kit, Heater Core Tube
*WPC 648	Heater Core Foam seal

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
D9791*	Install Revised Heater Core Seal	1.2 hrs

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center

Use this form ONLY for U.S., Canadian and Mexico Dealers. Export markets located outside of North America must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center

e-mail: warrantypartscenterUSA@gm.com

or WPC Fax: 248-371-0192

Attn: Jeanette Dunn

Part Being Requested: # WPC 648 (Heater Core Seal)

Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

Important: If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from this information.



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