



Service Bulletin

PRELIMINARY INFORMATION

Subject: Sloshing or Clunking Noise From Rear Compartment When Turning, During Lane Changes, Harsh Braking or Traveling Over Bumps in Road

Models: 2014 Chevrolet Cruze
Equipped With 4 Cylinder Diesel Engine RPO LUZ

Condition/Concern

Some customers may comment that they hear a sloshing or clunking noise coming from the rear compartment when turning, during lane changes, harsh braking or traveling over bumps in the road. They may also comment that the noise is more noticeable when the rear seats are folded down.

This condition may be caused by the diesel exhaust fluid (DEF) also known as emission reduction fluid sloshing around in the DEF tank, which is located under the load floor carpet in the trunk. This noise may become more noticeable as the level of the DEF fluid in the tank decreases.

Recommendation/Instructions

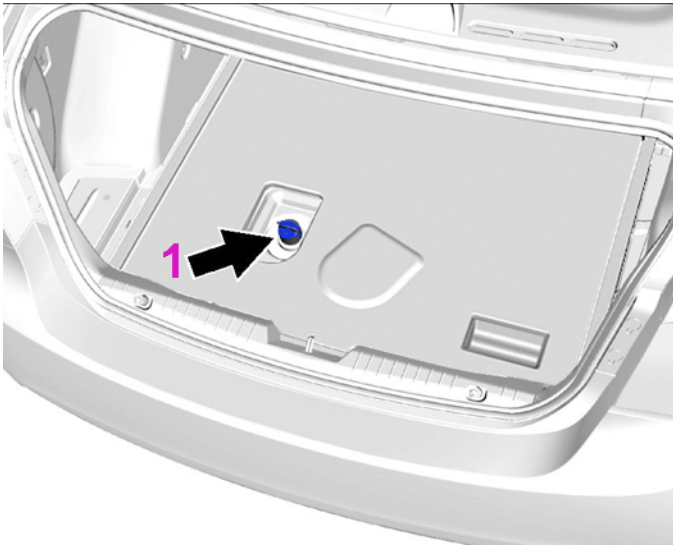
This is a normal condition and no repair(s) should be attempted for this concern.

Notice:

- **DEF can be purchased at a Chevrolet dealer. It can also be purchased at authorized vehicle dealerships. For vehicles with an active OnStar® subscription, OnStar® can help to locate a DEF retailer. See "Customer Assistance Offices" in the Owner Manual for phone numbers to assist you in contacting a GM dealer.**
- **Use only Diesel Exhaust Fluid GM P/N19286291, (in Canada P/N 88862660) or diesel exhaust fluid that meets ISO 22241-1 or displays the API Diesel Exhaust Fluid Certification Mark.**

The fluid in a full DEF tank will last for several thousand miles (kilometers), depending on vehicle usage. As the DEF fluid level decreases, warnings will automatically be displayed in the driver information center (DIC). Warnings begin with approximately 1,000 miles (1600 km) of remaining range. These warnings will increase in intensity as the tank becomes empty. Once the tank is empty, the vehicle speed will be limited. If there is an issue with the quality of the fluid or the exhaust fluid system, warnings will be displayed in the Driver Information Center (DIC).

To avoid vehicle speed limitations, the DEF tank should be refilled at the first opportunity after a low warning indication has been displayed.



Notice: When adding DEF to an empty or very low tank, always add at least 2 gal (7.6 L) of fluid in order to release the vehicle from speed limitation.

To fill the DEF tank, raise the load floor carpet in the trunk and remove the blue filler cap (1) on the tank. Add DEF as needed. Do not overfill the tank.

- ⇒ If the customer is filling the DEF tank, they should refer to the following Sections in their **Owner Manual**: Filling the Tank > subsection: Diesel Exhaust Fluid (DEF) **AND** Diesel Exhaust Fluid > subsection: Filling the DEF Tank

Diesel exhaust fluid level status is available on the DIC under the vehicle information button.

Customer Information

The Service Personnel **must communicate** to the customer that this is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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 the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION