



Service Bulletin

PRELIMINARY INFORMATION

Subject: Knock or Pop Noise Heard When Coming to a Stop or at Low Speeds Over Small Bumps

Models: 2012 Buick Verano Built Prior to VIN Breakpoint C4141115
2012 Chevrolet Cruze Built Prior to VIN Breakpoint C7239134
2012 Chevrolet Volt Built Prior to VIN Breakpoint CU113841

This PI is being revised to remove the table from the Recommendation/Instructions and add VIN breakpoints to models. Please discard PI0645B.

Condition/Concern

Some customers may comment on a knock or pop noise heard from the front suspension when coming to a stop or at low speeds over small bumps in the road.

Further inspection will reveal the noise is coming from the strut area.

Recommendation/Instructions

Replace the front strut and spring assemblies.

For vehicles built **before** the VIN breakpoints mentioned above, replace both left and right struts and springs. Failure to replace struts as a set may result in differences in trim height and vehicle handling changes. For vehicles built **after** the VIN breakpoints, struts and springs can be replaced individually (not in sets).

Parts Information

Part Number	Usage	Description
19260801	Cruze LS	Spring, Left/Right
13354027	Cruze LS	Strut, Left
13354028	Cruze LS	Strut, Right
19260802	Cruze 1LT	Spring, Left/Right
13354027	Cruze 1LT	Strut, Left
13354028	Cruze 1LT	Strut, Right
19260803	Cruze 2LT/LTZ	Spring, Left/Right
13354009	Cruze 2LT/LTZ, Cruze ECO Manual, Cruze ECO Automatic, Verano LEA	Strut, Left

13354010	Cruze 2LT/LTZ, Cruze ECO Manual, Cruze ECO Automatic, Verano LEA	Strut, Right
19260804	Cruze ECO Manual	Spring, Left/Right
19260805	Cruze ECO Automatic	Spring, Left/Right
19260806	Verano LEA	Spring, Left/Right
19260797	Volt	Spring, Left/Right
19260798	Volt	Strut, Left
19260799	Volt	Strut, Right

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E3852	Strut, Strut Component, or Spring Replacement	Use Published Labor Operation Time

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.



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