File in Section: -
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Service Bulletin

PRELIMINARY INFORMATION

Subject: Rattle From Engine Area At Start Up

Models: 2012 - 2014 Chevrolet Cruze
Equipped with 1.8L and manual transmission

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment of a rattle or knock noise from the engine/transmission area when starting the vehicle. During engine start (between “key-on” and the engine reaching idle RPM) the customer observes a rattle noise originating from the engine compartment.

The customer may also describe the noise as two-five individual knocking, metallic impact or banging noises. This noise does not occur once the engine has reached idle speed or during any other driving conditions and is more likely to be observed under hot engine/transmission conditions.

Recommendation/Instructions

Verify that noise is not engine related by following "Engine Noise on Start-up, but only lasting a few seconds" diagnostic in SI. This noise may be caused by the dual mass flywheel (DMF). During start up the engine starter speed allows the DMF to achieve high torsional displacements while passing through its resonance range. The (DMF) damper springs have reached the end of the available travel and come in contact with the damper spring end stops. The Clutch, DMF and Transmission are functioning normally and this is not a DMF durability concern. Engineering is in the process of validating a repair for this condition. In the meantime, replacement of dual mass flywheels or starters is not recommended as it will not be a long term repair.

This PI will be updated when a repair has been validated. Please feel free to share this information with customers as needed.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.