



Service Bulletin

TECHNICAL

Subject: Rattle or Clunk Noise from Rear of Vehicle When Traveling Over Bumps

Models: 2011-2015 Chevrolet Cruze

Attention: This Bulletin also applies to any of the above models that may be Israel Export vehicles.

Condition

Some customers may comment on a rattle or clunk noise originating from the rear of the vehicle when traveling over bumps.

Cause

This may be caused by a rear shock absorber upper bumper coming loose on the shock rod that may bounce up and down while the shock travels.

Correction

If you encounter a vehicle with the above concern, follow the procedure below.

1. Raise the vehicle in the air. Refer to Lifting and Jacking the Vehicle in SI.



2. With the vehicle in the air, visually inspect to see if the rear shock absorber upper bumpers have come loose as illustrated above.
3. If verified that the rear shock absorber upper bumper has come loose, replace the affected rear shock absorber upper bumper. Refer to Shock Absorber Replacement in SI.

Important: Do not replace the whole rear shock absorber for this concern.

Parts Information

| Part Number | Description |
|-------------|-------------------------|
| 13251782 | BUMPER ASM-RR S/ABS UPR |

| | |
|----------|------------|
| 11610587 | BOLT/SCREW |
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Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|--|------------|
| 8080188* | Rear Shock Absorber Bumper Upper Replacement | 0.6 hr |

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

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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