



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-162

Date: September, 2016

INFORMATION

Subject: Zipper Type Noise Heard While Turning Steering Wheel

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze (VIN B)	2016	2017				

Involved Region or Country	North America, Israel, South America
Condition	Some customers may comment on a zipper type noise heard when turning the steering wheel. This type of noise is most noticeable under stopped or low speed parking maneuvers.
Cause	This condition may be caused by the interface between the electric steering motor and drive belt assembly.

Correction

This noise is a normal operation of the interaction between the steering motor and drive belt. **NO** repairs needed for this condition.

Customer Information

Please communicate to the customer this condition 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.

Version	2
Modified	Sept 7, 2016 – Added the 2017 Model Year.

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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