



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** 2016-17 Chevrolet Cruze Rear Axle PQC Part Restriction

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze	2016	2017	All	All	All	All

<b>Involved Region or Country</b>	North America
<b>Additional RPO/s:</b>	N/A
<b>Condition</b>	As part of our ongoing quality improvement efforts, the following Rear Axle part number was placed on restriction through the PQC.
<b>Cause</b>	To assist GM Engineering with product feedback.

If your diagnostics using SI have led to the replacement of the Rear Axle ,please complete the following questionnaire BEFORE contacting the PQC at 1-866-654-7654

Caller's First & Last Name/Position:

Dealership's Correct Address:

Times in/Days Down:

Q1: Is the part being requested for:

- Customer Pay?
- A Model Year Not Listed?
- A Vehicle Line Not Listed?

Q2: Customer's Concern:

Q3: Did the dealer pinpoint the Creak Noise Over Irregular Surfaces to the rear axle? Y/N

If Yes – Continue on to next question.]

[If No – this vehicle is not included in the restriction group. Advise dealer to Follow correct service procedures

Q4:Did the dealership perform 16-NA-316: Rear Axle Creak Noise Over Irregular Surfaces - (Sep 21, 2016) Y/N

If Yes – Continue on to next question.]

[If No – this vehicle is not included in the restriction group. Advise dealer to Follow correct service procedures

Q5:How far did the dealership drive the car after the repair in the bulletin?

Q6:Did the tech Road test and verify condition is corrected. Y/N

Note: The axle may still creak immediately after implementing the fix. The axle may need to undergo several roll events before the concern is corrected.

Q7: If dealer has completed bulletin 16-NA-316 procedure and performed several rear axle roll events and axle still makes creak noise release the Part.

## Parts Information

Description	Part Number	Qty
Rear Axle Assembly	39059649	1
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<b>Version</b>	1
<b>Modified</b>	

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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