



# Service Bulletin

## TECHNICAL

**Subject:** Rear Axle Creak Noise Over Irregular Surfaces

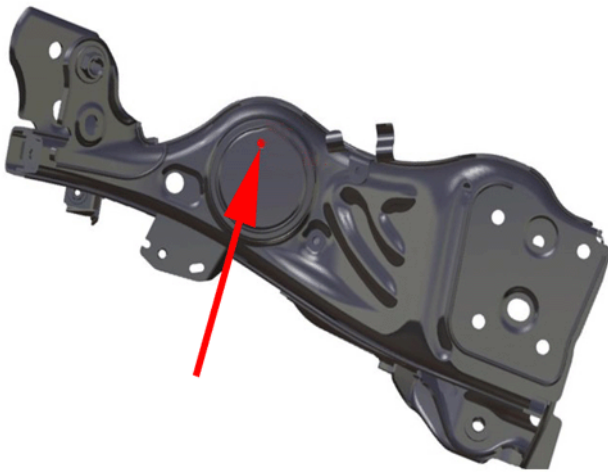
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze (VIN B) Volt	2016	2017			All	All

<b>Involved Region or Country</b>	North America, Israel, South Korea
<b>Condition</b>	Some customers may comment on a creak noise from the rear of the vehicle under certain rear axle load conditions.
<b>Cause</b>	This may be due to contact inside the rear axle that may be making a creak noise.

### Correction

If you encounter a vehicle with the above concern, complete the following steps:

1. Raise the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove both of the rear wheels. Refer to *Tire and Wheel Removal and Installation* in SI.



3. Drill a hole with a diameter of 3.3 mm +0.1 (approximately 1/8 inch) in the axle tube end cap on the left and right side of the vehicle in the position illustrated above.



4. Insert the WD-40 spray straw fully into the hole and spray 15 sec. / 25 ml of WD-40 oil per side.



5. Prep the WPC807 rivets by preparing a small portion of catalyzed primer in a mixing cup. Dip the end of the rivet in the primer OR apply a light coat of \*Lloyds Kryptonite Metal Treatment Part Number 36502 with a small brush.

**Note:** Dealers can obtain Lloyds Kryptonite by contacting Lloyds by e-mail at [sales@lloydslaboratories.com](mailto:sales@lloydslaboratories.com), or by calling 1-800-361-6766.



6. Install stainless steel rivets in the holes.
7. Road test and verify condition is corrected.

**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

## Parts Information

The rivets can be ordered from the Warranty Parts Center (WPC) as part number WPC807.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
8080228*	Lubricating/Installing Rivets into the Rear Axle Tube End Cap	0.7 hr
*This is a unique Labor Operation for Bulletin use only.		

**IMPORTANT NOTE WHEN PRINTING THIS FORM:** If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center
<p><b>Use this form ONLY for U.S. and Canadian Dealers. Export markets and Mexico Dealers must contact their regional Technical Assistance Center for assistance.</b></p> <p>To: Warranty Parts Center</p> <p>e-mail: <a href="mailto:warrantypartscenterUSA@gm.com">warrantypartscenterUSA@gm.com</a></p> <p>or WPC Fax: 248-371-0192</p> <p>Attn: Temporary Service Parts</p> <p>Part Being Requested: WPC807</p> <p>Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico):</p> <p>Dealer Name:</p> <p>Dealer Address:</p> <p>Dealer Contact Person:</p> <p>Dealer Phone Number:</p> <p>Repair Order Number:</p> <p>Vehicle VIN:</p> <p><b>Important:</b> If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call WPC Customer Assistance at 248-371-9901/9902.</p>

<b>Version</b>	3
<b>Modified</b>	Oct. 20, 2016 – Added 2016 and 2017 Chevrolet Volt. Nov. 3, 2016 – Removed South America from Involved Regions.

---

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION