



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-316

Date: February, 2018

## TECHNICAL

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

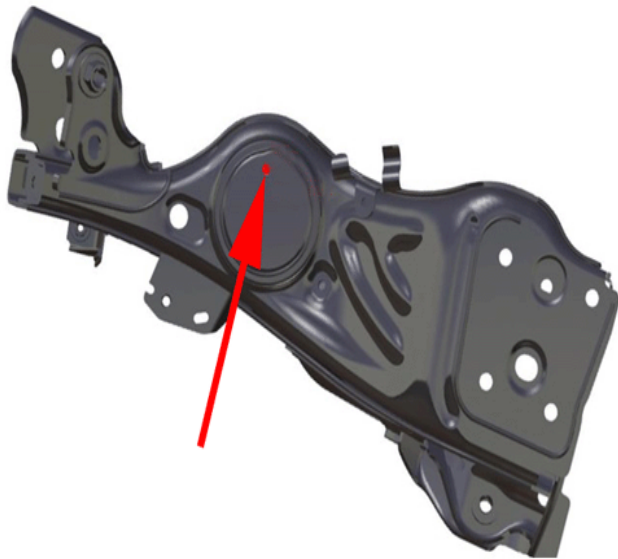
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze (VIN B)	2016	2018			All	All
	Volt						

<b>Involved Region or Country</b>	North America, South 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.



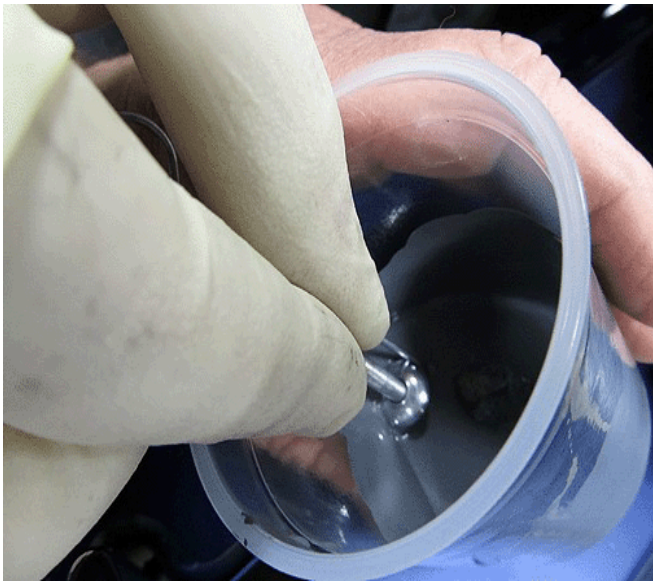
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4. Insert the WD-40 spray straw fully into the hole and spray 15 sec. / 25 ml of WD-40 oil per side.

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.



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5. Prep the 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, or by calling 1-800-361-6766.

6. Install stainless steel rivets (Part number 11549437) in the holes.

**Important:** The only acceptable rivet for this repair is part number 11549437. Do NOT use any other rivet.

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

Description	Part Number	Qty
Rivet	11549437	2

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

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.



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<b>Version</b>	6
<b>Modified</b>	October 20, 2016 – Added 2016 and 2017 Chevrolet Volt. November 3, 2016 – Removed South America from Involved Regions. April 4, 2017 – Replaced WPC parts with new part numbers. May 26, 2017 – Added Important statement to only use part number rivet provided. February 2, 2018 – Added the 2018 Model Year and changed the Warranty statement.

