



Service Bulletin

Bulletin No.: 23-NA-114

Date: September, 2023

TECHNICAL

Subject: Starter or Flywheel Knock Noise on Start Up/Starter and Fuse Block Service Precautions

This bulletin replaces PI1175C. Please discard PI1175C.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze	2012	2014	—	—	1.8L (LUW, LWE)	All Manual Transmissions

Involved Region or Country	North America
Condition	Some customers may comment on a knock noise coming from the front of the vehicle on start up.
Cause	This condition may be caused by the starter not having a high enough cranking speed.
Correction	<p>Technicians should replace the starter and the fuse block. Refer to <i>Starter Replacement (1.8L LUW and LWE)</i> and <i>Fuse Block Replacement</i> in SI.</p> <p>Note: The fuse block and starter must be matched in service. If either part is being serviced, assure proper matched usage.</p> <ul style="list-style-type: none"> • 55572439 (Starter) and 95937484 (Fuse Block) must be matched • 55576980 (Starter) and 95476466, 96982033 or 95942232 (Fuse Block) must be matched <p>Note: If the starter and block fuse have been replaced and the knock noise is still present in the vehicle, then the flywheel should be replaced. Choose the correct size flywheel based on EPC notes.</p>

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Parts Information

Note: Only select the parts that coincide with the repair performed. Replace the part with the P/N outlined in the Electronic Parts Catalog (EPC) in accordance with the vehicle VIN.

Causal Part	Description	Part Number	Qty
X	STARTER	55572439	1
		55576980	1
X	BLOCK FUSE	95937484	1
		95476466	1
		96982033	1
		95942232	1
N/A	FLYWHEEL, ENG 216mm (1st design)	55584381	1
N/A	FLYWHEEL, ENG 228mm (2nd design)	55599020	1

Version	1
Modified	Released September 07, 2023

Warranty Information

Note: Dealers should use Complaint Code 0343 Transmission — Transmission Noise.

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8480068*	Replace Starter Motor and Fuse Block	0.7 hr
4066970	Flywheel Replacement	Use Published Labor Operation Time

*This is a unique Labor Operation for bulletin use only.

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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