



Service Bulletin

PRELIMINARY INFORMATION

Subject: Shorter Front Bumper Fascia Air Deflector Available for Service

Models: 2011-2013 Chevrolet Volt

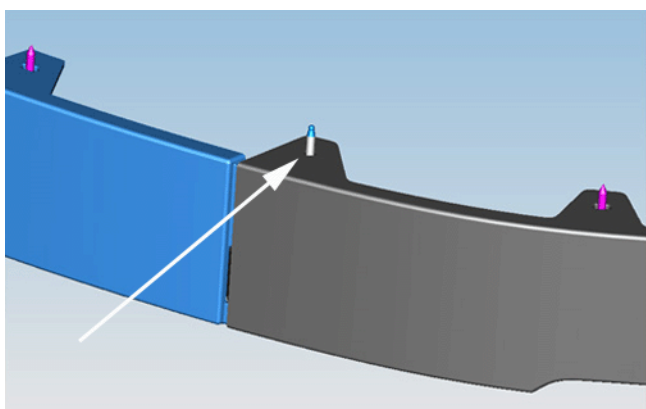
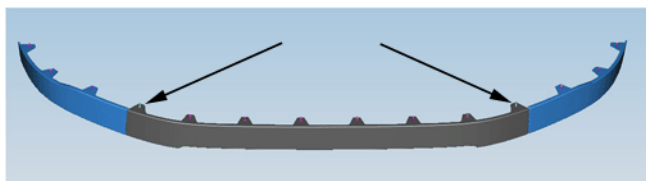
This PI is being revised to add information to the Parts Information. Please discard PI0432B.

Condition/Concern

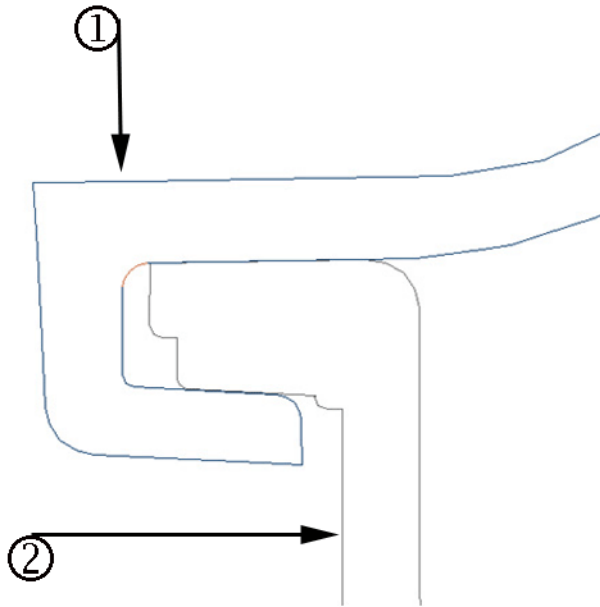
Some customers may comment about the low ground clearance of the front bumper fascia air deflector. The air deflector contacts the ground, scraping at short inclines, because there is not enough clearance between the ground and the front bumper fascia air deflector on an inclined surface.

Recommendation/Instructions

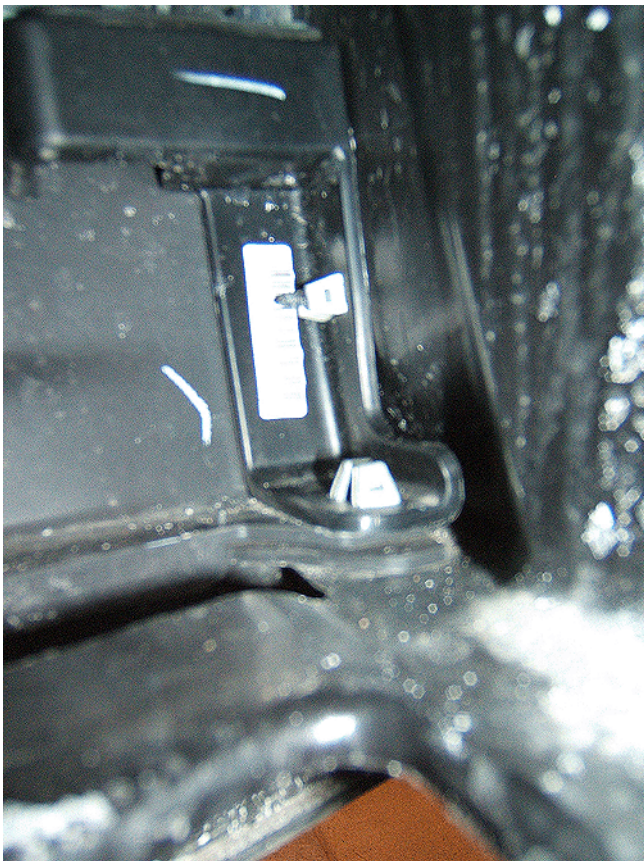
A shorter front bumper fascia air deflector is available for service. Customers have the option to install the front bumper fascia air deflector, which has a higher clearance. The current clearance is 95♦mm (3.7♦in), the shorter front bumper fascia air deflector brings the clearance up to 125♦mm (4.9♦in).



1. The two screws shown above are preinstalled at the plant and need to be removed from the wheelhouse liner prior to air deflector installation. Reinstall these screws first when installing the air deflector.



2. The air deflector (2) needs to be fully seated into the "C" channel on the lower fascia (1) as part of the assembly. Insertion into the "C" channel is a tight fit.
3. Prior to installing the screws, line up all three pieces of the air dam to the fascia first.



Important: When installing the screws, verify all holes line up and that the screw catches the retaining nut.

4. Working from the center section of the assembly helps eliminate any possible bowing when installing the remaining screws.

Important: The "C" channel must be fully inserted to ensure a quality fit.

Parts Information

Part Number	Description	Qty
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20993998	Deflector, Front Bumper Fascia Air	1
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Effective October 22, 2012, Customer Care and Aftersales will no longer stock the longer air deflector. If the customer insists on a longer deflector (P/N 22751435), please call SPAC for part assistance.

Warranty Information

Please advise the customer that the above change is considered to be a customer option and should be performed at the customer's expense.

If this change was performed under warranty for customer enthusiasm, it must be submitted as required. A Customer Enthusiasm repair is performed when the failure is determined not to be a defect in material and workmanship, but the Service Agent would like to cover the repair because of customer loyalty. Normally these repairs would be the owner's responsibility, but GM has decided to participate in the repair to create customer enthusiasm. In these instances, when the transaction is being submitted, Service Agents should select the "Customer Enthusiasm" check box. This warranty repair must be very well documented by service management in the Complaint, Cause and Correction fields.

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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