



Service Bulletin

PRELIMINARY INFORMATION

Subject: Flutter or Rattle Noise Heard from HVAC Vent

Models: 2012-2013 Chevrolet Impala
Vehicles Built After February 15, 2012

Condition/Concern

Some customers may comment on a flutter or rattle noise heard from the HVAC when using the heat or A/C.

This condition may be caused by loose mylar on the foam seal under the HVAC vent doors.

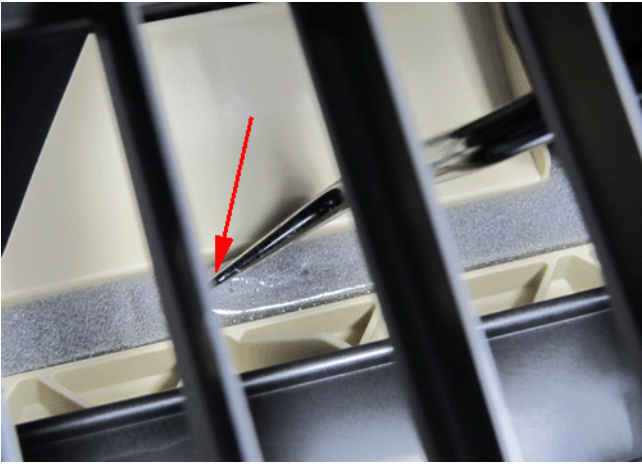
Recommendation/Instructions

Follow the procedure below for removing the mylar strip off the foam seal under the HVAC vent doors:

1. Remove the instrument panel carrier. Refer to Instrument Panel Carrier Replacement in SI.
2. Remove both recirculation actuators. The technician will be able to manually open the doors to get access to the foam.



Note: Mylar strip peeling off the foam as shown in the illustration above.



- Using a hook pick type tool, remove the piece of mylar off the foam through the vents under the HVAC vent doors.



Note: Mylar strip removed from the foam as shown in the illustration above.

- Install the recirculation actuators.
- Install the instrument panel carrier.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
C9534*	Removing Mylar Strips Off the Foam Under the HVAC Vent Doors	5.5 hrs
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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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