



Service Bulletin

File in Section: -

Bulletin No.: PIC5732

Date: September, 2012

PRELIMINARY INFORMATION

Subject: Creak Or Clunk Noise From Rear Of The Vehicle On Acceleration From A Stop

Models: 2012 - 2013 Chevrolet Impala

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Some customers may comment on a creak or clunk noise from the rear of the vehicle when accelerating moderately from a stop. The noise is at times confused with a rear suspension type noise or a body creak noise.

Recommendation/Instructions:

The condition may be caused by a deformed fuel tank. The deformation can cause the fuel tank to shift slightly on acceleration. Technicians should use their hands and push on the front and rear of the tank to see if it moves fore or aft. It may be easier to move the tank if it has little to no fuel in the tank.

If the dealer can duplicate the creak or clunk noise, see the deformation in the tank, and move the tank fore and aft by hand, the technician should replace the fuel tank to resolve the concern.

Note: Currently the 4 isolators on the top of the tank do not come with a replacement tank. Please reuse the 4 isolators from the old tank on the new tank.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.