



Service Bulletin

PRELIMINARY INFORMATION

Subject: Light Engine Knock on Acceleration From Stop

Models: 2012-2013 Chevrolet Impala
With LFX 3.6L engine

This PI was superseded to update model years and change repair instructions. Please discard PIP4968E.

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

Condition/Concern

Some customers may have a noise concern of a light engine knock on acceleration from a stop. The noise will become apparent at 1200 to 1600 RPM range during light acceleration with all accessories turned off.

Recommendation/Instructions

If you are presented with a vehicle with this concern, perform the following before going into engine noise diagnosis.

Test Procedure:

1. Loosen the 2 rear motor mount attaching nuts off the bottom of the mount to cradle, enough to create an air gap.
2. With the vehicle on the ground, block the drive wheels and apply the parking brake.
3. Brake torque the engine in drive between 1200 to 1600 RPM range.

If the noise is gone or reduced, the rear engine mount is the primary noise path and will need replacement.

Replace rear engine mount per SI procedure.

Re-Evaluate vehicle for noise correction by repeating test procedure listed in bulletin Steps 2 and 3, before releasing vehicle to customer.

If noise is still present proceed with diagnosis for engine knocking noise.

Parts Information

Use latest published part available for this application.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
4080258*	Rear Engine Mount Replacement	3.9 hr
* This is an unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

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.

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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