



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Service Repair Tip - Using Caution During Service Procedures Involving Plastic Components

**Models:** 2013 - 2014 Buick Encore  
2011 - 2014 Chevrolet Cruze  
2012 - 2014 Chevrolet Sonic, Spark  
2013 - 2014 Chevrolet Trax (Canada Only)  
2011 - 2014 Chevrolet Volt

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

### Condition/Concern

Unwanted damage to plastic components during service procedures.

### Recommendation/Instructions

Today's engines utilize many plastic components.

Warranty parts analysis shows an increase in the replacement of plastic components damaged by improper service procedures.

Technicians need to take special precautions when servicing today's engines to avoid damage to these components.

Plastic nipples or mounting bosses can be damaged during hose, fastener or vacuum line removal.

Engine and transmission removal can also cause unwanted damage to intake manifolds, water outlets, radiator shrouds or vacuum reservoirs.

Taking extra caution while servicing these components will reduce unnecessary added expense and time to the service procedure.

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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