



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Decklid is Hard to Open/Close, Will Not Open and/or Trunk Open Message Displayed in DIC

**Models:** 2014 Chevrolet Impala

**Only Detroit Hamtramck Built Vehicles (VIN position 11 = 'U') and Built Prior to VIN Breakpoint EU100996**

### Condition/Concern

Some customers may comment that the decklid will not open, is hard to open/close and/or a "Trunk Open" message is displayed in the driver information center (DIC).

The cause of this condition may be that the decklid latch striker may be positioned too low on the body rear end panel.

### Recommendation/Instructions

To remove the bind condition and allow the decklid to open using the release buttons, adjust the decklid latch striker following the steps below:

1. If the decklid will not open, push down on the lid while pressing the latch release. In some cases, the lid may still not open and it will be necessary to use the emergency trunk release. This release will still function and can be accessed in the trunk through the rear seat.



2. Remove the rear end trim finish panel. Refer to Rear End Trim Finish Panel Replacement in SI.



3. Loosen the two bolts retaining the decklid latch striker.
4. Raise the striker upward 1.0 mm (0.04 in) and tighten the bolts. Refer to Rear Compartment Lid Latch Striker in SI.
5. To help reduce possibility of a water leak, ensure proper seal contact to the decklid by placing strips of paper around the decklid opening, closing the lid then checking for resistance when the paper is pulled out.
6. Once correct position/function of the decklid is verified, reinstall the rear end trim finish panel. Refer to Rear End Trim Finish Panel Replacement in SI.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2063190	Rear Compartment Lid Latch Striker Replacement	Use Published Labor Operation Time

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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