



Service Bulletin

File in Section: -

Bulletin No.: PIE0263

Date: August, 2013

PRELIMINARY INFORMATION

Subject: Engineering Information – Water Leak in Rear Compartment (Trunk)

Models: 2014 Chevrolet Impala

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a water leak in the rear compartment (trunk) area.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above condition, perform the following steps and contact one of the engineers listed below with your findings.

1. Remove the right and left rear compartment side trim. Refer to the Rear Compartment Side Trim Replacement procedures in SI.
2. Water test the right and left outboard tail lamps to body interface.
3. Confirm that water is leaking into the rear compartment at the tail lamp to body interface.
4. Verify each of the four tail lamp attachment nuts are fully tightened.
5. Repeat the water test at the suspect tail lamp.
 - If the water leak is no longer present, document that the attachment nuts were not sufficiently tightened.
 - If the water leak is still present, remove the suspect tail lamp and visually inspect for any areas where the seal is not wetted out to the tail lamp housing or any areas where the seal has rolled.
6. Contact one of the engineers listed below with your findings prior to repairing the vehicle.

Contact Information

Engineer Name	Phone Number
Kurt Liethen	586-404-0748
Jim Galovich	810-772-0037

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2080038*	Engineering Information – Rear Compartment Water Leak	1.5 hrs
Add	To Remove Tail Lamp to Inspect Seal	0.7 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		