



# Service Bulletin

File in Section: -

Bulletin No.: PIE0245

Date: February, 2013

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Liftgate Latch or Striker Loose, Rattle Noise from Rear of Vehicle

**Models:** 2013 Chevrolet Volt

**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 Service Bulletin 04-00-89-053E 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 rattle noise coming from the rear of the vehicle. Further inspection may reveal the noise is coming from the liftgate due to the latch/striker being loose.

### 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

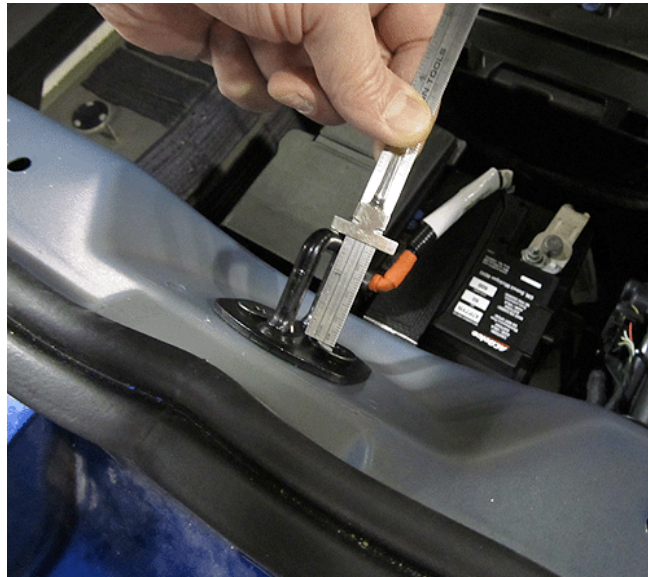
If you encounter a vehicle with the above concern, please perform the following steps prior to attempting any repairs.

1. Identify whether the latch or striker is loose.



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- If the latch is loose, remove the liftgate latch closeout cover and pull the latch down tight against the liftgate. Measure and record the gap between the underside of each attaching bolt to the surface of the liftgate sheet metal.



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- If the striker is loose, remove the rear end trim finish panel. Determine if only the striker can move or the bolts with the anchor plate can move as well. The anchor plate is the part which has the internal threads that the bolts fasten into. Measure the distance from the top of each bolt to the very top of the striker (top of striker wire).

2. Contact the engineer listed below with your findings.

## Contact Information

Engineer Name	Phone Number
Yonghua Tang	586-533-7290

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
B6841*	Engineering Information – Liftgate Latch/Striker Loose	0.6 hr

\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.