



Service Bulletin

PRELIMINARY INFORMATION

Subject: Roughness and/or Vibration at Stops, Clunk from Driveline

Models: 2011-2013 Chevrolet Caprice PPV
Equipped with 6.0L Engine (RPO L77)

This PI has been revised to update the Parts Information and update the Labor Operation to the Global Warranty Code (GLC). Please discard PI0964.

Condition/Concern

Some customers may comment on roughness or vibration felt at stops and a clunk from the driveline on acceleration from a stop.

This may be caused by a broken motor mount. When vehicles sit idling for long periods of time, heat builds up in the engine compartment. A hard acceleration can rupture either the left/right or both of the hydraulic mounts.

Recommendation/Instructions

A new mount has been developed that is more resistant to heat. Replace the motor mount with the new part number listed below. Refer to Engine Mount Replacement in SI.

Parts Information

Part Number	Description
92271062	MOUNT, ENG

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4067150	Engine Mount Replacement - Right Side	Use Published Labor Operation Time
4067080	Engine Mount Replacement - Left Side	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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