



# Service Bulletin

File in Section: -

Bulletin No.: PIE0277

Date: February, 2014

## PRELIMINARY INFORMATION

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

**Models:** 2014 Chevrolet Impala  
Built After October 31, 2013

**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. Further diagnosis may reveal that the water is leaking into the trunk between the body seals and taillamps.

### 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 to gain visual access to the taillamp attachment nuts/guide pins. Refer to the Rear Compartment Side Trim Replacement procedures in SI.
2. Close the rear compartment lid and run water onto the rear glass. This will allow the water to run down the side troughs to the taillamp to body interface.
3. Confirm that water is leaking into the rear compartment at the tail lamp to body interface.

### Contact Information

Engineer Name	Phone Number
Tim Zimmerman	586-441-0817
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
2080029	Engineering Information – Rear Compartment Water Leak	1.1 hrs
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		