



Service Bulletin

File in Section: -

Bulletin No.: PI1243A

Date: June, 2014

PRELIMINARY INFORMATION

Subject: Rattle or Popping Noise Heard in Rear Hatch Area

Models: 2011-2014 Chevrolet Volt

This PI has been revised to update the Parts Information. Please discard PI1243.

Condition/Concern

Some customers may comment on a rattle or popping noise heard in the rear hatch area.

This condition may be due to the lower liftgate bumpers rattling in the threads of the bumper housing or the housing rubbing on the metal hatch frame.

Recommendation/Instructions



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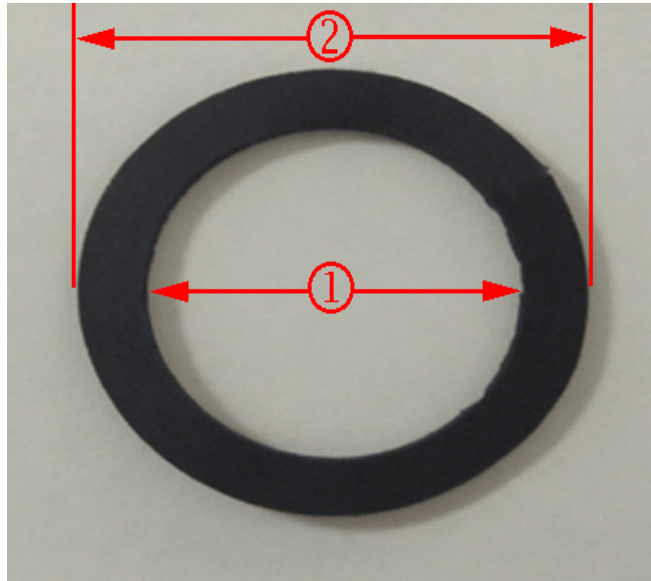
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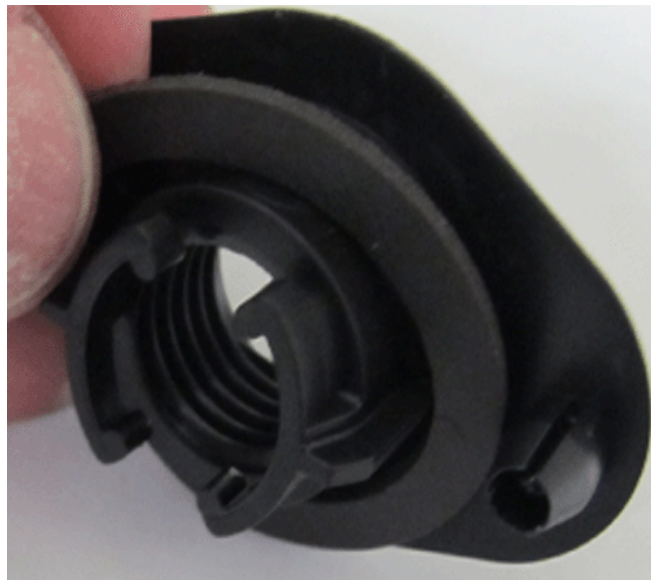
Inspect to see if both rear bumpers have dimples on the thread as shown above. If no dimples are present, replace both RH and LH liftgate bumpers. Use BRS tape to make a gasket that will fit around the housing of the bumper before installation, following the procedure listed below:

1. Cut 2 pieces of BRS tape 1 1/2 x 1 1/2 inch (38 x 38 mm) and turn over so the paper side is up.



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2. Use a 1 inch socket to trace the O.D (2) and a 3/4 inch socket to trace the I.D (1) as shown in the illustration above.



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3. Cut the gaskets out and peel the backing off. Place the adhesive side around the housing as shown in the illustrations above.
4. Install the new liftgate bumpers.

Parts Information

For the BRS Tape, contact Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com.

Part Number	Description	Qty	Material Allowance
22936953	BUMPER ASM-L/GATE ADJ	2	-
KT13296*	BRS TAPE (8 in x 10 in (203 mm x 254 mm))	-	\$0.38 (per vehicle) (U.S.) \$0.42 (per vehicle) (Canada)
*There is enough material to do approximately 24 vehicles. Store the remaining material for future use.			

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2080288*	Make and Install Both Gaskets and Liftgate Bumpers	0.6 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		