



Service Bulletin

PRELIMINARY INFORMATION

Subject: Vehicle Fuels Slowly, Cannot Refuel or Fuel Pump Shuts Off Before Tank is Full

Models: 2011-2015 Chevrolet Volt
2014-2016 Cadillac ELR

Attention: This PI also applies to any of the above models that may be Europe and Australia Export vehicles.

This PI has been revised to add the Cadillac ELR, update the Model Years and the Recommendation/Instructions. Please discard PI0390.

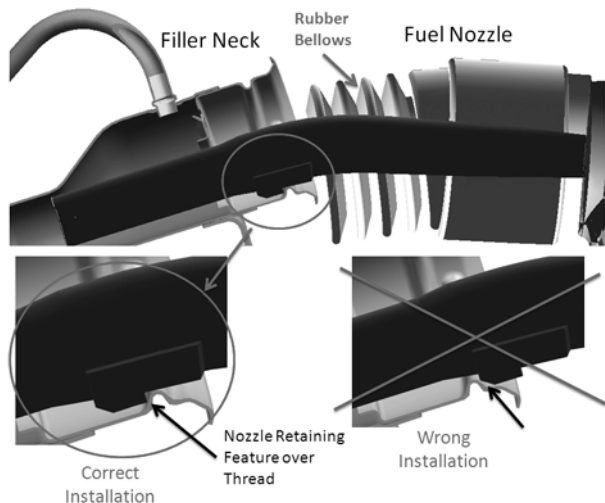
Condition/Concern

Some customers may comment that the vehicle must be fueled very slowly or intermittently does not want to accept fuel without causing the pump to shut off prematurely.

Certain states across the country utilize a vapor recovery system on gas station fuel pump nozzles. This system is easy to identify. You will notice a rubber bellows around the fuel pump nozzle that seats against the vehicle's fuel filler pipe. If the fuel pump nozzle is not fully inserted into the fuel filler pipe, the fuel from the fuel nozzle may hit the inner wall of the fuel filler pipe creating additional back pressure, causing the fuel pump to shut off automatically.

Recommendation/Instructions

Common vapor recovery nozzles have a retention tab as shown in the top half of the graphic below. General Motors filler necks include an appropriately located ridge to assist in the proper positioning and retention of the filling station nozzle.



The bottom half of the graphic indicates the proper and improper position of the vapor recovery style nozzle during the refueling of the vehicle.

If the operator lifts the nozzle high, this will help in getting the nozzle in the correct retaining position.

At this time no repairs should be attempted to correct this condition. Replacing vehicle components / fuel filler neck will not improve the allowable fueling rate.

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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