



Service Bulletin

PRELIMINARY INFORMATION

Subject: (EREV) Engine Or Exhaust Noise While Driving In Extended Range Mode

Models: 2011-2015 Chevrolet Volt
2014-2015 Cadillac ELR
2012-2014 Opel Ampera

This PI was superseded to update Model Years. Please discard PIP4870B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment that the engine noise is sometimes louder than expected. This document will explain known normal and abnormal reasons why the engine may be louder in some conditions and vehicles during Extended Range driving.

Recommendation/Instructions

Normal Conditions:

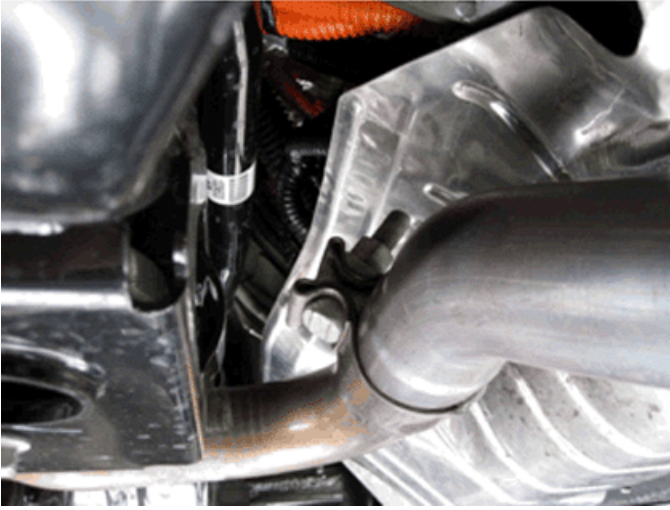
1. The engine noise can be more perceivable between 25 – 50 MPH (40 – 80 KPH). This is a sensitive range where the road noise does not mask the engine, and it is the typical transition zone during electric launch to engine auto-start.
2. During the first engine start and warm-up of the day, the system will perform a catalyst preconditioning for about a minute. This can be a time period where the engine seems louder than normal.
3. For fuel economy, the engine often runs at wide open throttle, but at a reduced speed. This sound is uncharacteristic of a four-cylinder engine in a traditional sedan, but is a characteristic of an extended range electric vehicle such as the Chevrolet Volt.

Abnormal Induction Ground-Out Conditions:

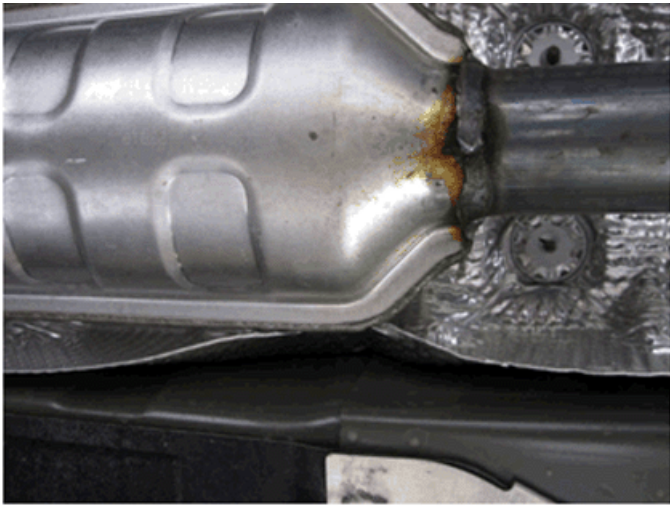
1. Lower rubber isolator on air box not installed correctly or missing
2. Upper induction resonator cover not installed properly
3. Refrigerant line not bolted to engine support bracket
4. Throttle body contacting coolant pipes behind it

Abnormal Exhaust Ground-Out Conditions:

1. Exhaust clamp rearward of the second catalytic converter is contacting the Battery (RESS) heat shield



2. Exhaust Resonator underbody is contacting the heat shield



Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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