



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Water Present on Front Passenger Floor, A/C Drain Hose Not Positioned Correctly

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

**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 2016 Model Year and an SI reference to the end of the Recommendation/Instructions. Please discard PI1299A.*

### Condition/Concern

Some customers may comment that there is water present on the front passenger floor.

This condition may be caused by the air conditioning evaporator and blower module drain hose not being fully seated or has become disconnected or improperly installed during assembly.

### Recommendation/Instructions

To correct this water leak:

**Note:** Pictures may vary slightly depending on the model and year of vehicle.

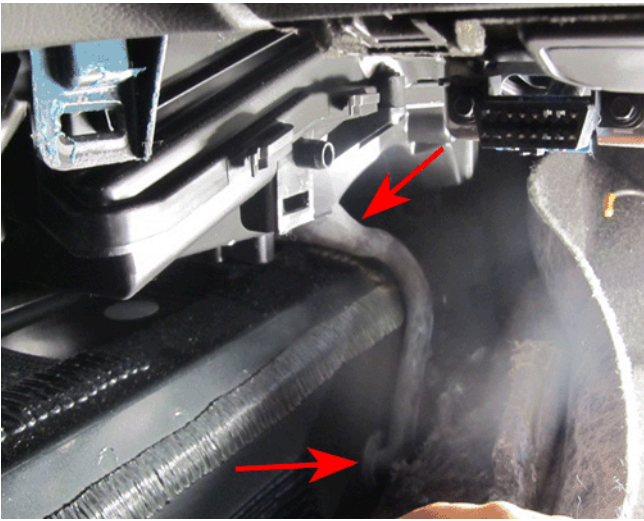
1. Remove the front passenger carpet. Refer to the Front Floor Panel Carpet Replacement – Right Side in SI.
  - If you observe puddles of liquid on the carpet face or in the vehicle, use a wet vacuum to remove the excess moisture.
  - Blot the face of the carpet with a towel in order to absorb as much moisture as possible and use a towel to dry the floor of the vehicle.
  - Point a fan at the affected area and air dry the carpet. Refer to Floor Carpet Drying in SI.

**Note:** Deodorize the interior or carpet if necessary.

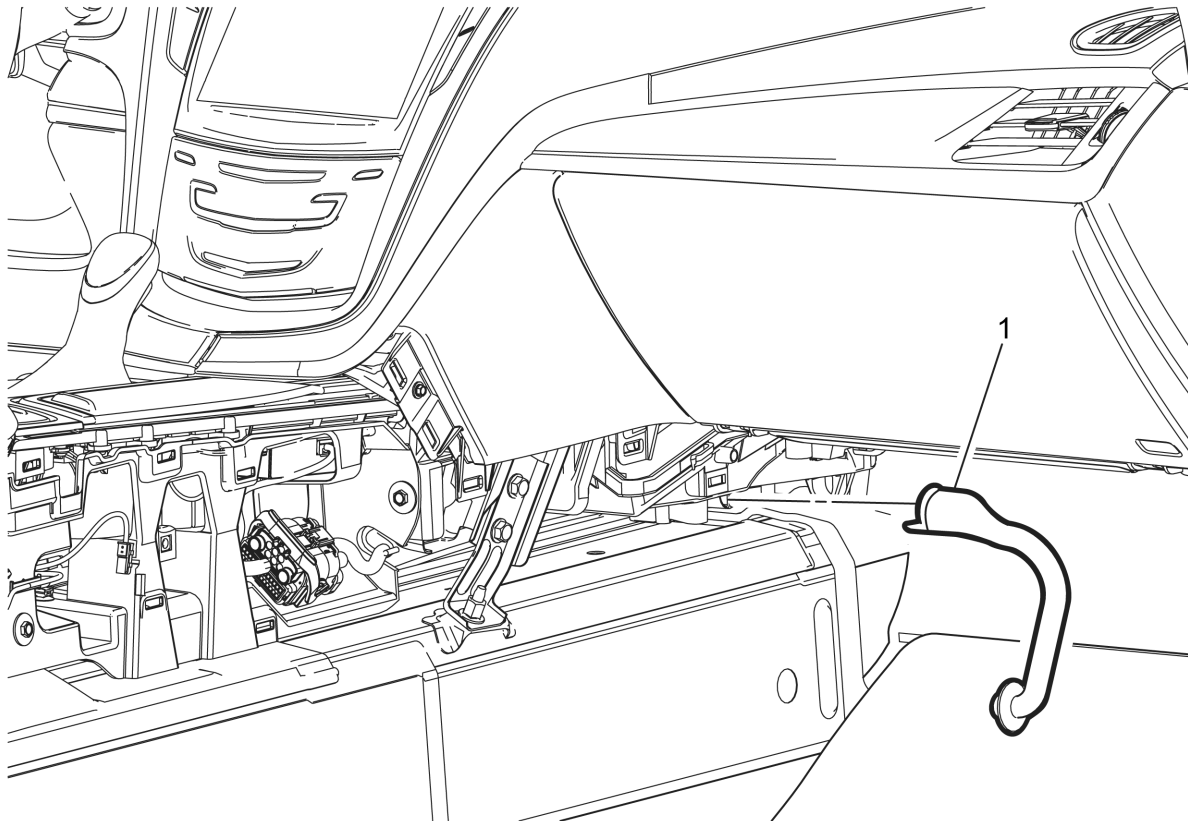
2. Remove the right front floor console extension panel. Refer to Front Floor Console Extension Panel Replacement - Right Side in SI.



**Note:** Shown in the illustration above is where the plant temporary installs the A/C hose during Instrument panel installment. Do not drill out the temporary holder for any reason.



**Note:** Shown in the illustration above is the A/C hose properly installed onto the correct drain port.



3. Fully seat or reinstall the A/C drain hose (1).
4. Reinstall the right front floor console extension panel. Refer to Front Floor Console Extension Panel Replacement - Right Side in SI.
5. Reinstall the front passenger carpet. Refer to the Front Floor Panel Carpet Replacement — Right Side in SI.

If the drain hose is installed correctly and not blocked internally, refer to Service Information (SI) for possible water leak locations and diagnostics.

### 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
4480218*	Reinstall the A/C Evaporator and Blower Module Drain Hose	1.0 hr

\*This is a unique Labor Operation for bulletin use only. It will not be published in the Labor Time Guide.

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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