



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Clunk Noise, Rear Transmission Mount Broken

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

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

### Condition/Concern

Some customers may comment on a clunk noise when shifting into Drive or Reverse or during heavy acceleration. Over time this condition may lead to a transmission fluid leak and loss of vehicle propulsion.

This condition may be caused by the transmission unit moving more than normal due to the rear transmission mount being broken. This causes the transmission oil cooler lines to have more movement, which could produce higher stress levels on the steel lines causing them to leak and reduce the life expectancy.

### Recommendation/Instructions

Replace the rear transmission mount and both transmission cooler lines. Refer to the replacement procedures in SI.

### Parts Information

Part Number	Description
20957835	MOUNT, TRANS RR
22781269	PIPE ASM-TRANS FLUID CLR OTLT
22742903	PIPE ASM-TRANS FLUID CLR INL

### 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
8480218*	Replace Rear Transmission Mount and Both Oil Cooler Lines	5.8 hrs

\*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 It will not be published in the Labor Time Guide.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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