Bulletin No.: PIE0364A

Date: 10-May-2016

Service Bulletin

INFORMATION

Subject: **Engineering Information – Water Leak into Rear Compartment**

Models: **2015-2016 Chevrolet Impala (VIN 1)**

Attention: **Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

This PI has been revised to update the Contact Information. Please discard PIE0364.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on a water leak in the rear compartment (trunk) area.

Further diagnosis may reveal that the water is leaking into the trunk between the body seals and the tail lamps.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair tha may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above concern, perform the following steps and contact one of the engineers listed below with your findings.

1. Remove the right and left rear compartment side trim to gain visual access to the tail lamp attachment nuts/guide pins. Refer to *Rear Compartment Side Trim Replacement* procedures in SI.
2. Close the rear compartment lid and run water onto the rear glass. This will allow the water to run down the side through to the tail lamp to the body interface.
3. Confirm that water is leaking into the rear compartment at the tail lamp to body interface. If it is not leaking at this location, note where the leak is occurring from.
4. If water is leaking into the rear compartment at the tail lamp to body interface:

   4.1. Check the torque of tail lamp fasteners to spec of 3 Nm (27 lb in).

   - Was the torque correct, or low ?
   - If low, which fastener was low?
   - If torque was low, torque to 3 Nm (27 lb in) and re-water test.

   4.2. If the tail lamp fasteners torque was to spec, remove and reinstall tail lamps then re-water test.

   4.3. If the leak is still present, visually inspect/photograph any of the body seals and/or the tail lamp panel of the vehicle where the seals come into contact with the vehicle for any visible damage or imperfections.

Note: Pictures should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02-00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.

5. Contact one of the engineers listed below with findings.

Contact Information

Engineer Name	Phone Number
Tim Counihan	586-487-4763
Elke Dieter	586-499-0005

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2080658*	Engineering Information – Rear Compartment Water Leak	0.9 hr
*This is a unique Labor Operation for Bulletin use only.		

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.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION