



Service Bulletin

PRELIMINARY INFORMATION

Subject: High-Pitched / Whine Noise Heard Intermittently from Behind Rear Seats

Models: 2011-2015 Chevrolet Volt

This PI was superseded to update Model Years. Please discard PIC5412B.

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

Condition/Concern

Some customers may comment on hearing a high-pitched whine noise during braking or accelerating, mostly in Extended Range Mode with the engine running. The noise is coming from the 14-Volt Power Module under the rear load floor.

Recommendation/Instructions

If a customer is experiencing a high-pitched whine noise from the rear of the vehicle, check the load floor, in the rear of the vehicle, for being properly secured. Check for any noticeable gaps between the load floor and the vehicle. See Photos below

The picture below shows a load floor that is NOT properly snapped into place



The picture below shows the load floor installed correctly



Some of the causes for the load floor not properly secured into place is:

1. A improperly stowed 120v charge cord set
2. Cargo in the lower tray that can pop the load floor up
3. Damage to the load floor that causes the floor not to clip into place.

The picture below shows the 120v charge cord set stored properly in its place



The picture below shows the 120v charge cord set NOT stored properly, which would cause the load floor not to secure properly in the front and causes a gap and a entry point for noise into the front of the vehicle.



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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