



Service Bulletin

File in Section: -

Bulletin No.: PIC5412B

Date: April, 2013

PRELIMINARY INFORMATION

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

Models: 2011-2013 Chevrolet Volt

This PI was superseded to update model years. Please discard PIC5412A.

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:



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

1. An 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:



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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 an entry point for noise into the front of the vehicle.



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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.