Bulletin No.: PIP4870D
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Preliminary Information

PIP4870D (EREV) Engine Or Exhaust Noise While Driving In Extended Range Mode

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Volt	2011 - 2015	All	All	All	All
Cadillac	ELR	2014 - 2016	All	All	All	All
Opel	Ampera	2012 - 2014	All	All	All	All

Supersession Statement

This PI was superseded to update Model Years. Please discard PIP4870C.

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

Condition / Concern

Some customers may comment that the engine noise is sometimes louder than expected. This document will explain known normal and abnormal reasons why the engine may be louder in some conditions and vehicles during Extended Range driving.

Recommendations / Instructions

Normal Conditions:

1) The engine noise can be more perceivable between 25 – 50 MPH (40 – 80 KPH). This is a sensitive range where the road noise does not mask the engine, and it is the typical transition zone during electric launch to engine auto-start.

2) During the first engine start and warm-up of the day, the system will perform a catalyst preconditioning for about a minute. This can be a time period where the engine seems louder than normal.

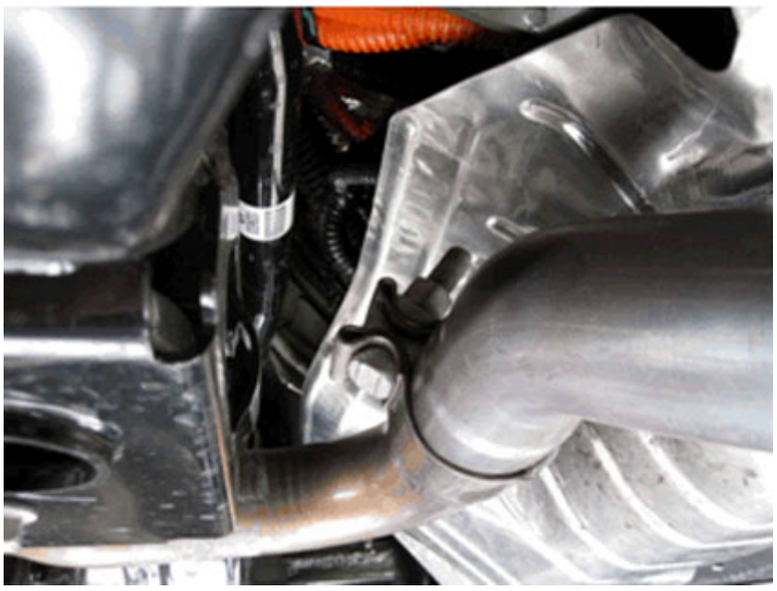
3) For fuel economy, the engine often runs at wide open throttle, but at a reduced speed. This sound is uncharacteristic of a four-cylinder engine in a traditional sedan, but is a characteristic of an extended range electric vehicle such as the Chevrolet Volt.

Abnormal Induction Ground-Out Conditions:

1) Lower rubber isolator on air box not installed correctly or missing
2) Upper induction resonator cover not installed properly
3) Refrigerant line not bolted to engine support bracket
4) Throttle body contacting coolant pipes behind it

Abnormal Exhaust Ground-Out Conditions:

1) Exhaust clamp rearward of the second catalytic converter is contacting the Battery (RESS) heat shield



2) Exhaust Resonator underbody is contacting the heat shield

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.

GENERAL MOTORS