



Service Bulletin

File in Section: -

Bulletin No.: PIE0197B

Date: April, 2012

PRELIMINARY INFORMATION

Subject: Engineering Information – Manual Transmission Shift Lever Concerns – Loose, Noise When Shifted, Hard to Shift into Gear or Proper Gear Not Selected When Shifted

Models: 2011-2012 Buick Regal
 2011-2012 Chevrolet Cruze
 2012 Chevrolet Sonic
 Equipped with Manual Transmission

Attention: Proceed with this PI 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 Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

This PI is being revised to update the Warranty Information. Please discard PIE0197A.

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 any of the following shift lever concerns:

- Loose or excessive amount of play.
- Popping or clicking noise when shifting gears.
- Proper gear not selected when shifted.
- Hard to shift into any gear.

Cause

GM Engineering is attempting to determine the root cause of the above shift lever concerns. Engineering has a need to gather information on vehicles PRIOR to repair that 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 a vehicle is encountered with the above concern, please contact the engineer listed below for additional instructions. Depending on the location of the vehicle, the engineer may want to visit the dealership to examine the vehicle prior to attempting any repairs or direct the diagnostic process.

Contact Information

Engineer Name	Phone Number
Steve Field	810-625-9931

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
K9711*	Engineering Information – Shift Lever Concerns	0.2 hr
Add	To Perform Additional Diagnostics Steps, if Requested by Engineer	0.0-0.6 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		