



# Service Bulletin

File in Section: -

Bulletin No.: PIE0270

Date: January, 2014

## 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:** 2013-2014 Buick Verano  
2014 Buick Regal  
2013-2014 Chevrolet Cruze, Sonic, Spark  
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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

### 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 condition. 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 verify the concern and contact one of the engineers listed below for additional instructions.

### 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
8480008*	Engineering Information – Manual Transmission Shift Lever Concerns	0.2 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		