



SB-10056256-9312

File in Section: -

Bulletin No.: PIE0298A

Date: July, 2014

Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Manual Transmission Hard to Shift into Any Gear, Grinding While Shifting, Binding When Shifting, Clutch Odor, Noise or Slipping, Clutch Pedal Noise

Models: 2012-2014 Chevrolet Cruze
2013-2014 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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

This PI has been revised to update the Condition and Instructions sections and change Contact Information. Please discard PIE0298.

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 transmission control (shifter) concerns:

- Hard to shift into any gear
- Grinds when shifting gears
- Binds when shifting gears
- Clutch odor, noise or slipping
- Clutch pedal makes noise when being used

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

Confirm the customer's concern and contact one of the engineers listed below for further instructions. Depending on the location of the vehicle, the engineer may want to visit the dealership to examine the vehicle prior to attempting any repair or direct the diagnostic process.

Contact Information

Engineer Name	Phone Number
Steve Fields	810-625-9931
Karl Schmitz	248-930-6069

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
8480118*	Engineering Information – Manual Transmission/Shifter/Clutch Concerns	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		