



# Service Bulletin

File in Section: -

Bulletin No.: PIP5219

Date: September, 2014

## PRELIMINARY INFORMATION

**Subject:** Colorado Canyon Manual Transmission Exchange Program

**Models:** 2015 Chevrolet Colorado  
2015 GMC Canyon  
Equipped with RPO N8D

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

### Condition/Concern

Product teams continually seek valuable information for engineering improvements. To assist in this effort, the 2015 Colorado/Canyon 6 Speed Manual Transmission (N8D) Exchange program will be administered by the GM Product Quality Center (PQC). Dealerships are required to call the PQC, not GM Technical Assistance (TAC), to request an exchange. The PQC may refer the dealer technician to TAC if additional diagnosis is required. TAC will be available for product inquiries that do not require assembly replacement.

### Recommendation/Instructions

Prior to calling the PQC, please make sure to complete the following question concerning the 2015 Colorado/Canyon 6 Speed Manual Transmission (N8D) Exchange.

Completing the questions will minimize the time spent on the telephone and avoid the need of a second call to the PQC

Guidelines for honoring exchange requests under this program are being strictly enforced.

Q1: Is this a stock vehicle or customer vehicle?

Q2: Have you reviewed the serviceable components?

[If dealer is not prepared to answer template questions, he must complete questions and call back.]

Q3: What is the customer's concern?

Q4: Is the vehicle modified with any non-production accessories?

Q5: Is the vehicle for personal or commercial use?

– If commercial, what type of use?

Q6: Describe the failure of the transmission:

Q7: Serial number (required):

– Broadcast code (required):

Q8: List any DTCs:

Q9: Leaks

– Any leaks?

– What type of leak?

– Where is the leak located?

Q10: Noise

– Any noise?

– What kind of noise?

– Where is it?

– When does it occur?

– How long does it last?

– At what temperature does it occur?

Q11: Lubrication

– Lubrication level?

– Any signs of oil contamination?

Q12: Performance

- Any performance concerns?
- Any vibration?

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.