



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Ignition Key Cannot Be Removed and/or Does Not Rotate to the “Off” Position

**Models:** 2015 Chevrolet Colorado  
2015 GMC Canyon

### Condition/Concern

Some customers may comment that they cannot remove the ignition key and/or that the key may not fully rotate to the “off” position (Engine does shut off).

Customers may also comment that the shift lever button appears to be already depressed.

This may be caused by the transmission control lever knob assembly not being fully seated when the vehicle was assembled, causing the shifter button to not fully engage/disengage.

### Recommendation/Instructions



Technicians should inspect and verify that the transmission control lever knob is fully seated and engaged and operating correctly before replacing any parts. The shifter knob button should stand out (popped out) and NOT have the appearance of being depressed or pushed in.

If the shifter assembly is properly installed and the condition still exists, refer to SI for further diagnosis.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8480208*	Inspect and Verify Transmission Control Lever Knob Installation	0.3 hr

\*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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