



Service Bulletin

PRELIMINARY INFORMATION

Subject: Colorado Canyon Manual Transmission Exchange Program

Models: 2015-2016 Chevrolet Colorado
2015-2016 GMC Canyon
Equipped with RPO N8

This PI was superseded to update Model Years. Please discard PIP5219A.

Condition/Concern

The 2015/2016 Colorado/Canyon 6 Speed Manual Transmission (N8D) has been placed on an Exchange program.

Product teams continually seek valuable information for engineering improvements.

The 2015/2016 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 2015/2016 Colorado/Canyon 6 Speed Manual Transmission (N8D) Exchange template in this PI.

Use of the templates 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: Has dealer completed questions in PIP5219 and reviewed serviceable components?

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

Q3: Was TAC contacted? (Y/N)

TAC Case#:

What was TAC's recommendation?

Was DMA contacted? (Y/N)

DMA Name/Email:

(If DMA/TAC recommends replacement, do not release, complete template then forward to liaisons)

Q4: What is the customer's concern?

Q5: Is the vehicle modified with any non-production accessories?

Q6: Is the vehicle for personal or commercial use?

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Q7: Describe the failure of the transmission:

Q8: Serial number (required):

- Broadcast code (required):

Q9: List any DTCs:

Q10: Leaks

- Any leaks?
- What type of leak
- Where is the leak located?

Q11: 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?

Q12: Lubrication

- Lubrication level?
- Any signs of oil contamination?

Q13: 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.

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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