



Program Bulletin

SB-10058751-3594

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Potential Fuel Line Interference

MODELS: 2015 Chevrolet Colorado
2015 GMC Canyon
Equipped with 2.5L Engine (LCV) and 4WD

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THIS PROGRAM IS IN EFFECT UNTIL AUGUST 31, 2017.
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CONDITION

Certain 2015 model year Chevrolet Colorado and GMC Canyon model vehicles equipped with a 2.5L engine (RPO LCV) and 4WD were assembled with a fuel-line bracket attached to the transfer case that can potentially place the vehicle's fuel lines out of design position. This condition, if not corrected, could lead to long-term durability issues such as reduced corrosion protection in the area, fuel line wear-through, and the fracture of the fuel-line clip.

CORRECTION

Dealers are to install new fuel line brackets and clips.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA), Bosch, and obtained locally. Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
11547883	Fuel Line Clip	2
23386834	Triangle Bracket	1
23387366	Z Bracket	1
11588713	Z Bracket Bolt	1
09421037	Bolt (for use with template)	2
Bosch P/N DT-51867	Template Tool	1
Obtain locally	7.5 mm (19/64 in) Drill Bit	As Req'd (submit as Net Item)
Obtain locally	305 mm (12 in) Drill Bit Extension	As Req'd (submit as Net Item)

* The template tool DT-51867 is a one-time use tool. Do not use the template tool to repair multiple vehicles. Order a new tool every time a repair is performed. Order the template tool through Bosch at 1-800-GM Tools (1-800-468-6657). A valid vehicle identification number (VIN) is required to order the template tool. The template tool is being provided to dealers at no-charge. The shipping cost of the tool is covered as a net item expense.

SERVICE PROCEDURE

1. Lift and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Caution: Carefully remove *front axle propeller shaft* to ensure that the fuel lines, exhaust flex coupling/crossover pipe, or other components are not damaged.

2. Remove the front axle propeller shaft. Refer to *Front Axle Propeller Shaft Replacement* in SI.



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3. Support the powertrain/transmission with a transmission jack and wood block or equivalent.



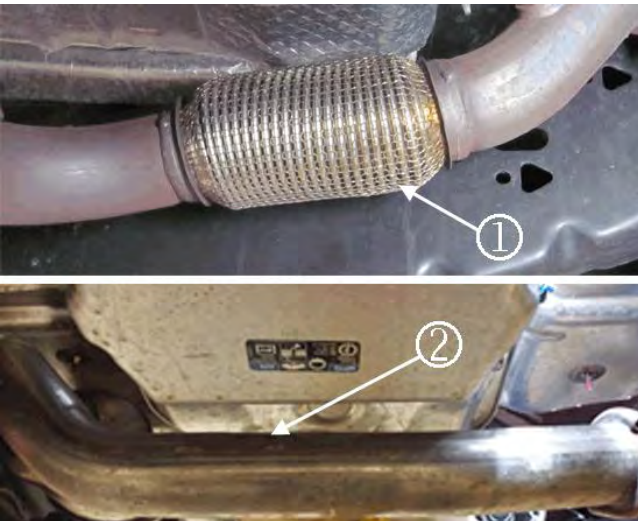
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4. Remove the transmission crossmember from the frame, which includes 4 bolts to the frame and 2 nuts to the transmission mount.



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5. Add a shop towel under the rear of the transfer case for protection when it is lowered to just above the tubular crossmember.



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Caution: Ensure that the flexible coupling (1) of the exhaust is not bent or stressed and the transmission oil pan does NOT contact the exhaust crossover pipe (2) when the powertrain/transmission is lowered. Maintain a minimum of 13mm (33/64 in) clearance between the components.

6. Lower the powertrain/transmission with the jack until the rear of the transfer case rests on the tubular crossmember of the frame. Be careful not to damage the brake lines or brake line coating.



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7. Remove the transfer case (3) vent hose from the transfer case vent.



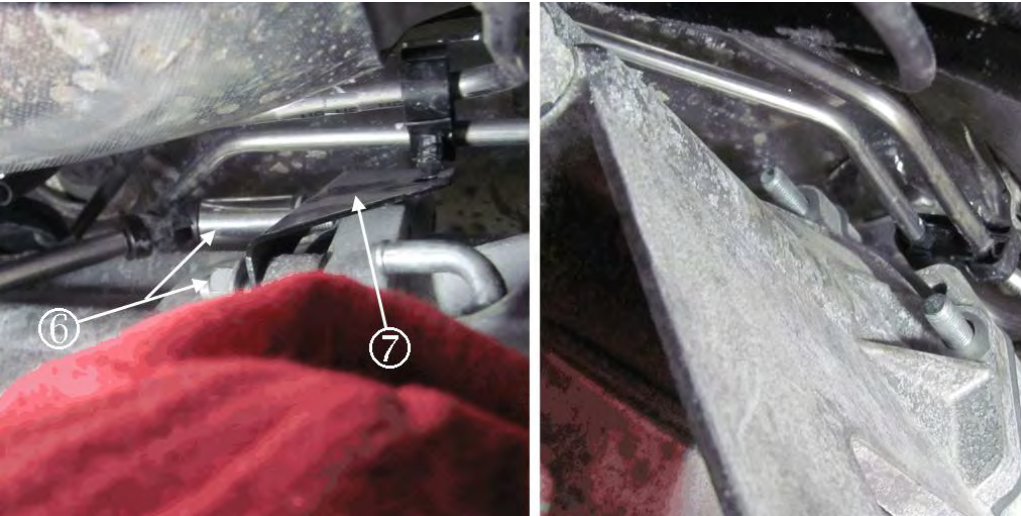
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8. Add a shop towel and masking tape to the rear of the front propshaft attachment in order to shield this propshaft sealing joint from contamination.



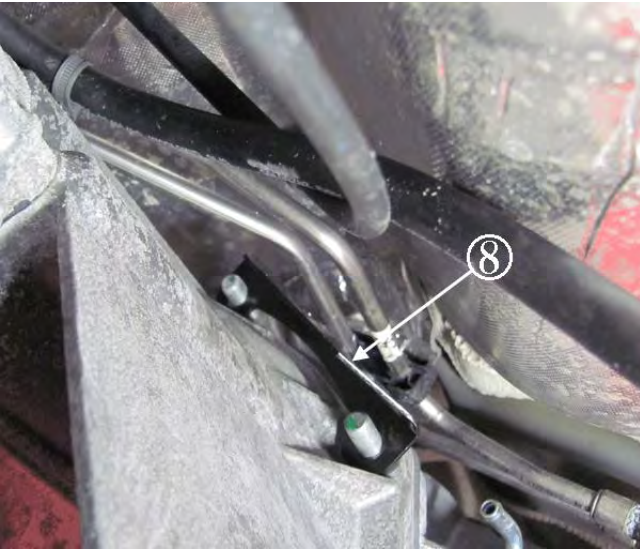
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9. Remove the fuel line clip fir tree (4) from fuel line bracket.
10. Remove the fuel line part number label (5) from the fuel line. Do not use anything sharp against the fuel line to remove this label. Tearing the label is preferred if possible.



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11. Remove the two nuts (6) that hold the fuel line bracket to the transfer case. A long ratchet extension will need to be used for the inboard most fastener.
12. Remove the original triangular shaped fuel line bracket (7) and fuel line clip from the transfer case.
13. Discard the original triangular shaped fuel line bracket and fuel line clip.



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14. Install the new triangular bracket (8) onto the transfer case. The new bracket will face 180 degrees opposite of the original bracket and use the same attachment fasteners.

14.1 Install the new bracket onto the transfer case using the same nuts.

14.2 Tighten the fasteners to 50 Nm (37 lb ft). Hold the fuel lines upwards during installation.



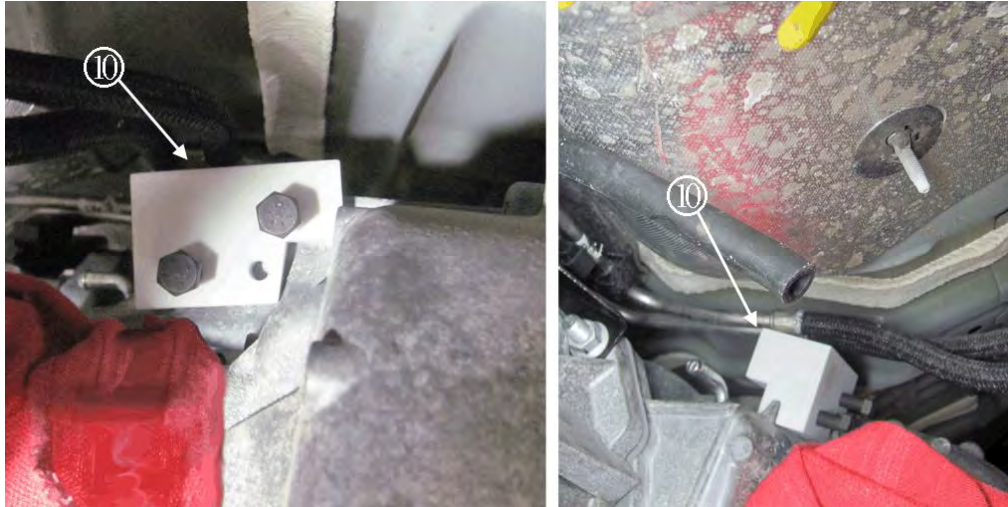
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15. Push the fir tree on a new fuel line clip into the hole in the new triangular fuel line bracket until it is fully seated. Do NOT latch the fuel line clip onto the fuel lines until step 25. Only install the fuel line clip into the bracket with no lines. The latching side of the fuel line clip should face outboard. Photograph shows the fuel line clip latched onto the fuel lines to show the latching side of the fuel line clip.

Caution: Carefully read the information below to avoid damaging the transfer case or template tool.

- Do NOT tighten the two bolts that secure the template tool to the transfer case rib to a value greater than 6 Nm (53 lb in).
- Ensure the rear of the front propshaft attachment is covered with a shop towel and taped around sealing joint in order to shield the propshaft sealing joint from contamination.

- Do NOT use compressed air to remove shavings from the work area. Use a brush or vacuum to remove shavings from the work area.
- Do NOT use a standard size drill bit to drill the hole in the transfer case rib. The minimum drill bit length is 203 mm (8 in). The use of a 305 mm (12 in) drill bit extension is preferred.



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16. Attach the template tool (10) to the transfer case rib. The template tool slot is contoured to rest fully along the top of the rib. Slide the template tool up the rib as far back as it goes before the 2 bolts are tightened.
17. Install and tighten the two template tool bolts to 6 Nm (53 lb in).



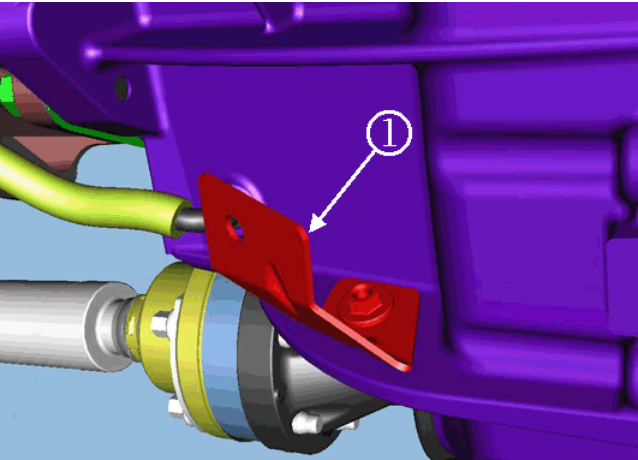
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18. Insert the drill bit into the drill bit guide of the jig.
19. Drill a hole into the transfer case rib using a 7.5 mm (19/64 in) drill bit that is at least 203 mm (8 in) in length. The use of a 305 mm (12 in) drill bit extension is preferred.
20. Remove the shavings and other debris from the work area using a brush or vacuum.
21. Remove the shop towel and tape from the transfer case.



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22. Feel on the backside of the hole that is drilled into the transfer case rib to make sure there are no burrs that could interfere with torquing the Z bracket to the rib. If any are present, remove these burrs carefully.



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23. Install new supplied Z bracket (1) behind the rib on the transfer case with the weld nut on the opposite side away from the transfer case rib. Fasten an M6 bolt through the hole in the transfer case rib and Z bracket. Tighten the bolt to 9 Nm (80 lb in).
24. Add a second new fuel line clip. Do not install fuel line clip to fuel lines yet. Insert the fir tree on the clip into the new Z-shaped bracket until fully seated. The clip should not yet be installed onto the fuel lines when this is completed, just the clip into the bracket with no lines. The latch on the clip should face forward in the vehicle.
25. Position the fuel lines so that they sit properly in both open fuel line clips (on triangle and Z-shaped bracket) with no added stress on the lines. The fuel lines in the modified triangular bracket should be in the clips about 60 mm (2.4 in) forward from the original location.



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26. Once positioned properly, close the top half of the fuel line clips to latch them to the fuel lines. The fuel lines should be positioned in the clips properly.
27. Make sure that the fuel line clip is attached properly on the passenger side of the transmission. The clip could have pulled out of the fuel line bracket slightly during the repositioning of the fuel lines. Push the fuel line until it is fully seated again if this is the case.



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28. Reattach the transfer case vent hose (3) to the transfer case vent.

Caution: Ensure that the flexible coupling (1) of the exhaust is not bent or stressed and the transmission oil pan does NOT contact the exhaust crossover pipe (2) when the powertrain/transmission is raised. Maintain a minimum of 13mm (33/64 in) clearance between the components.

29. Lift the powertrain/transmission using a transmission jack until the powertrain/transmission is back into position.



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30. Install the transmission crossmember nuts back onto the frame (4 nuts). Tighten the transmission crossmember nuts to 100 Nm (74 lb ft).
31. Install the transmission mount nuts (2 nuts). Tighten the transmission mount nuts to 55 Nm (41 lb ft).
32. Lower the transmission jack.

Caution: Carefully install the *front axle propeller shaft* to ensure that the fuel lines, exhaust flex coupling/crossover pipe, or other components are not damaged.

33. Install the front axle propeller shaft. Refer to *Front Axle Propeller Shaft Replacement* in SI.
34. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9101635	Fuel Line Bracket and Clip Installation	1.5	*

- * The amount identified in “Net Item” should represent the actual sum total of the current GMCCA dealer net price for 7.5 mm (19/64 in) drill bit and 305 mm (12 in) drill bit extension needed to perform the required repairs, not to exceed \$25.00 USD, \$30.00 CAD, plus shipping charges for the template tool.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2017.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through August 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



August 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Colorado and GMC Canyon with a 2.5L engine and 4WD, may have been built with a fuel-line bracket attached to the transfer case that can potentially place the vehicle's fuel lines out of design position. This condition, if not corrected, could lead to long-term durability issues such as reduced corrosion protection in the area, fuel line wear through, and the fracture of the fuel line clip.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will install a new fuel line brackets. This service will be performed for you at **no charge until August 31, 2017**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience