



GM Bulletin No.: 21710
Date: March 2016

Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Manual Shift Lever Loose
Expires with Base Warranty

MODELS: 2015-2016 Chevrolet Colorado
2015-2016 GMC Canyon
Equipped with Manual Transmission (RPO N8D)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to ensure the manual shift lever is properly secured to the transmission stub shaft on **certain** 2015-2016 model year Chevrolet Colorado and GMC Canyon vehicles equipped with a manual transmission (RPO N8D). These vehicles may have a loose shift lever.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

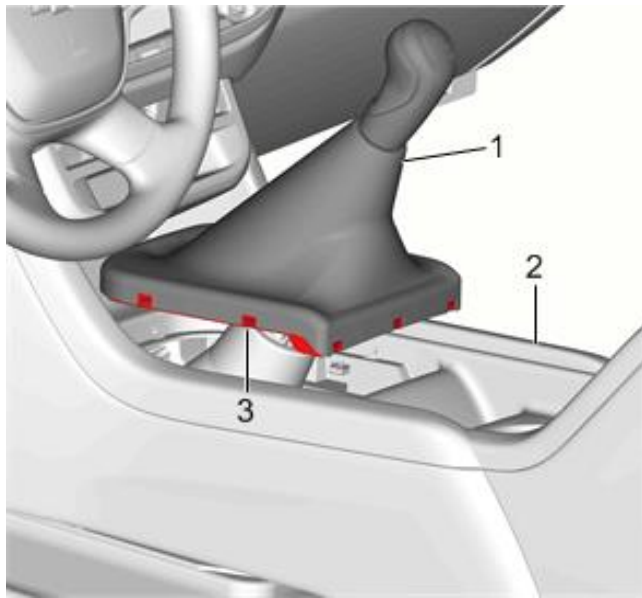
VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

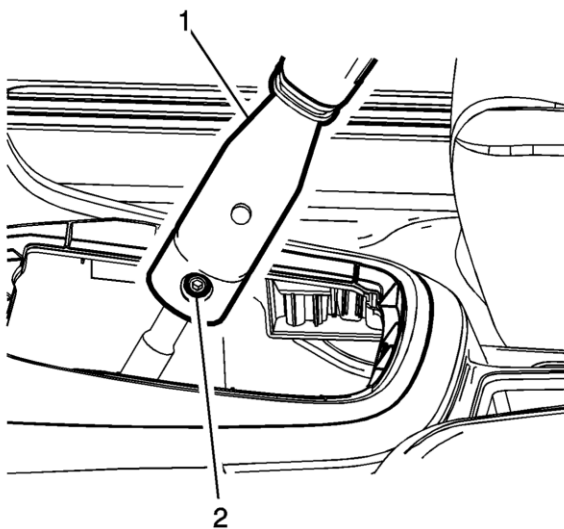
PART INFORMATION

No parts are required for this repair.

SERVICE PROCEDURE

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1. Using a flat-bladed trim tool, carefully release the retaining tabs on each side of the boot (1) in order to disengage the boot retainers (3) from the floor console (2).
2. Pull the boot upward to access the control lever set screw.



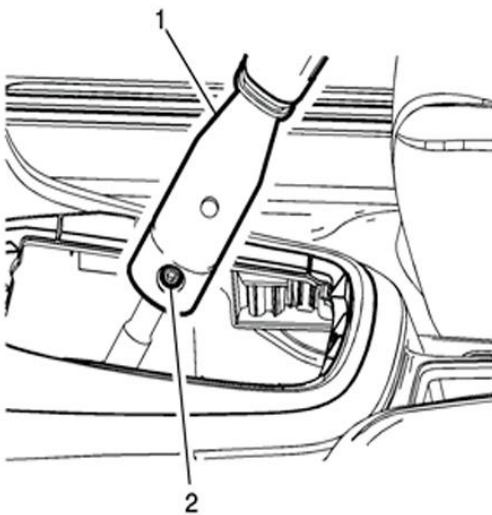
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3. Remove the set screw (2) from the shift lever (1).
4. Remove the shift lever assembly from the transmission control lever.



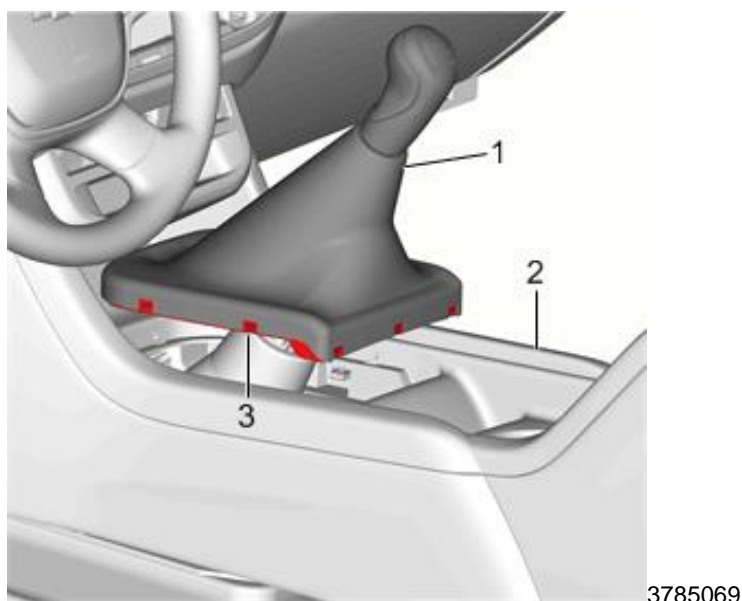
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5. Ensure the transmission control lever boot is secured as shown above.



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6. Install the control lever and boot assembly to the transmission control lever, aligning the set screw (2) threaded hole with the indent (3) on the transmission control lever.
7. Apply medium strength blue threadlocker to the shift lever set screw threads.
8. Install the shift lever set screw and tighten to 9 Nm (80 lb in).



9. Position the boot tabs flat on the console opening and push downward on all four sides of the boot (1) in order to engage the boot retainers (3) with the floor console (2).

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
9102111	Shift Control Lever Remove and Install	0.2

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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DCS3966
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 17, 2016

Subject: 21710 - Service Update
Manual Shift Lever Loose

Models: 2015-2016 Chevrolet Colorado
2015-2016 GMC Canyon
Equipped with Manual Transmission (RPO N8D)

To: All Chevrolet and GMC Dealers

General Motors is releasing Service Update 21710 today. The total number of U.S. vehicles involved is approximately 1,800. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 18, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
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