

**Subject: Engineering Information – 4WD Will Not Engage**

**Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2015	2020			Equipped with 2.5L, 2.8L, 3.6L Engines (RPOs LCV, LWN, LGZ)	
GMC	Canyon						

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO's)</b>	Equipped with TRANSFER CASE-2 SPD, ACTIVE, PART TIME 4WD, L/H DROP or LOW RATIO 2.72:1, TRANSFER CASE-2 SPD, SWITCH ACTIVATED, PART TIME 4WD, L/H DROP, LOW RATIO 2.72:1 (RPOs NQ6, NQ7)
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the 4WD will not engage when requested.
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

## Correction

If you encounter a vehicle with the above concern, perform the following checks listed below and take photos of the idler gear and adjacent components with the actuator cover removed, as well as the inner surface of the inner diameter of the idler gear bushing and contact the engineer listed below.

1. Ensure transfer case is engaging and problem lies with the front axle engagement.
2. Remove front axle actuator cover and actuator.
3. Take note of the amount oil behind actuator cover.
4. Confirm actuator functioning correctly.
5. Look for misalignment or play between the idler gear and intermediate shaft.
6. Try to manually slide the coupler to engage the idler gear.
7. Call GM engineer for additional guidance.
8. If engineer does not return call within 1 hour, open a TAC case.

## Contact Information

Engineer Name	Phone Number
Michael Barto	(586) 748-1685

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
3080358*	Engineering Information – 4WD Will Not Engage	0.4 hr

\* This is a unique labor operation for bulletin use only.

Version	1
Modified	Released June 05, 2019