

Subject: Engineering Information – Loud Bang and/or Grinding Type Noise Heard Coming From the Rear Axle

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 PIE 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, 3.6L, 2.8L Engines (RPOs LCV, LGZ, LWN, LFX)	Equipped with 6SPD, 8SPD Transmissions (RPOs MYB, M5T)
GMC	Canyon						

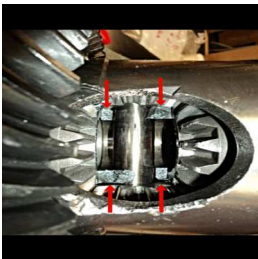
Involved Region or Country	North America
Additional Options (RPOs)	Equipped ONLY with AXLE POSITRACTION-LIMITED SLIP (RPO G80)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a loud bang and/or grinding type noise heard coming from the rear axle area.
Cause	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 steps and contact the engineer listed below with your findings.

1. Confirm if the reaction block has broken:
 - 1.1. Remove rear axle housing cover. Refer to *Rear Axle Housing Cover Replacement* in SI.
 - 1.2. Collect all of the rear differential axle fluid into a clean, glass or plastic container that can be shipped to the Warranty Parts Center for engineering review. Refer to *Rear Axle Lubricant Replacement* in SI.

Important: Please be sure to follow the Warranty Parts Center hazmat training and guidelines, and enclose the container in a sealed bag to ensure the fluid will not leak during shipping.



- 1.3. Inspect the Reaction Block to determine if it is broken. Take note of large pieces of metal debris, as shown in the picture above. If it is suspected to be broken, please reference step 2.
 - 1.4. If the reaction block is not broken, please follow normal SI diagnostics.
2. If it is confirmed that the reaction block is broken, please communicate to the customer and request the following information at the time of the reaction block failure:

What was the driving conditions when the issue first presented?

 - Vehicle speed
 - Drive range (Reverse, Drive, 2WD, 4HI, 4LO, Auto)

- Weather and surface conditions (rain, snow, dry, asphalt, mud, off road, etc.)
 - Vehicle load (towing, full load, empty)
3. After obtaining the information above, please follow instructions for calling engineering.

Contact Information

The Contact Information has been redacted.

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
3087128*	Engineering Information – Loud Bang and/or Grinding Type Noise Heard Coming From the Rear Axle	0.6 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released March 23, 2020