



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Shift Lever May Not Display Correct Gear

MODELS: 2011 Chevrolet Colorado
2011 GMC Canyon
Equipped with a 2.9L/3.7L Gas Engine (LLV/LLR) and 4-Speed Automatic Transmission (M30)

CONDITION

General Motors has decided that certain 2011 model year Chevrolet Colorado and GMC Canyon vehicles, equipped with a 2.9L or 3.7L gas engine (LLV/LLR) and a 4-speed automatic transmission (M30), fail to conform to Federal/Canada Motor Vehicle Safety Standard 102, Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect, and Standard 114, Theft Protection and Rollaway Protection. These vehicles may have been built with an automatic transmission adjustment clip that was not to GM's specification. The adjustment clip may not retain the shift cable in the correct position. If the shift cable is not in the correct position, the PRNDL shift lever may not accurately reflect the position of the transmission gear. The driver could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. The driver may not be able to restart the vehicle, and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

CORRECTION

Dealers are to install a new automatic transmission adjustment clip.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Chevrolet Colorado and GMC Canyon vehicles equipped with a 2.9L or 3.7L gas engine (LLV/LLR) and a 4-speed automatic transmission (M30)

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles may be involved.

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, or sent directly to export dealers. 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 recall 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 recall.

PART INFORMATION

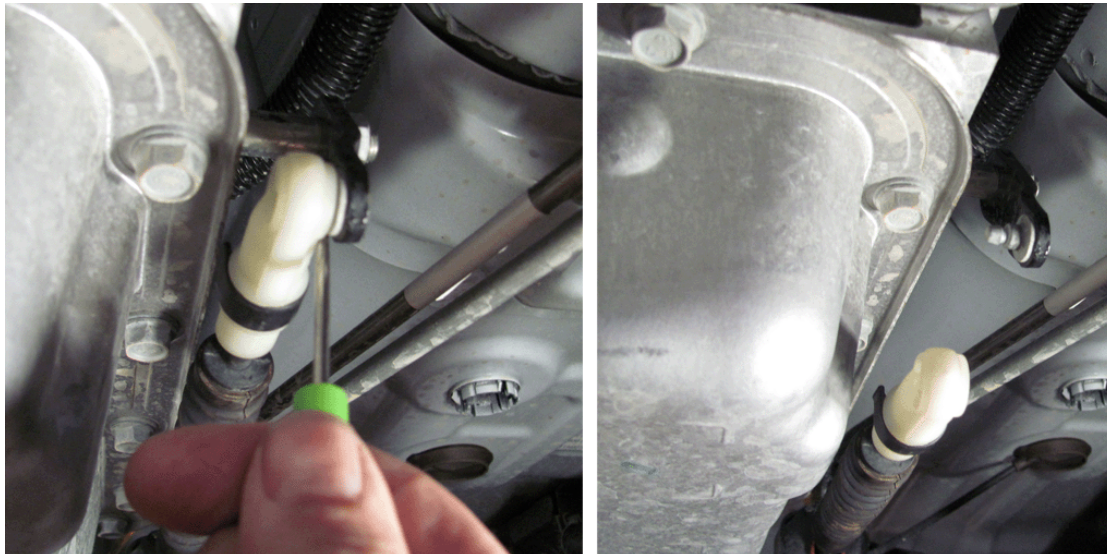
Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be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

Part Number	Description	Quantity/Vehicle
22859013	Lock, A/Trns Range Sel Lvr Cbl Adj	1

SERVICE PROCEDURE

Warning: Mishandling the cable by prying or bending the end fitting, rod and guide tube beyond its normal range of motion will result in damage to the shift cable and will require replacement of the shift cable.

1. Ensure that the shift control lever is in the “P” PARK position.
2. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

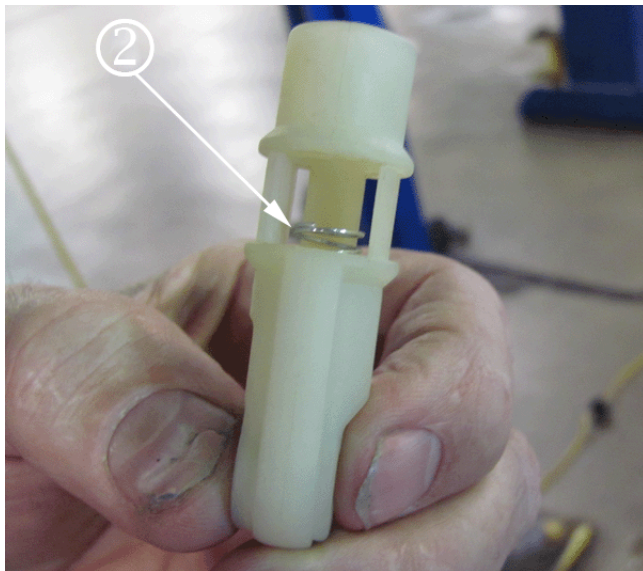


3. Disconnect the range selector cable from the transmission range selector lever ball stud.
 - 3.1 Insert a flat-bladed tool between the range selector cable and the range selector lever.
 - 3.2 Pry the range selector cable end away from the range selector lever.



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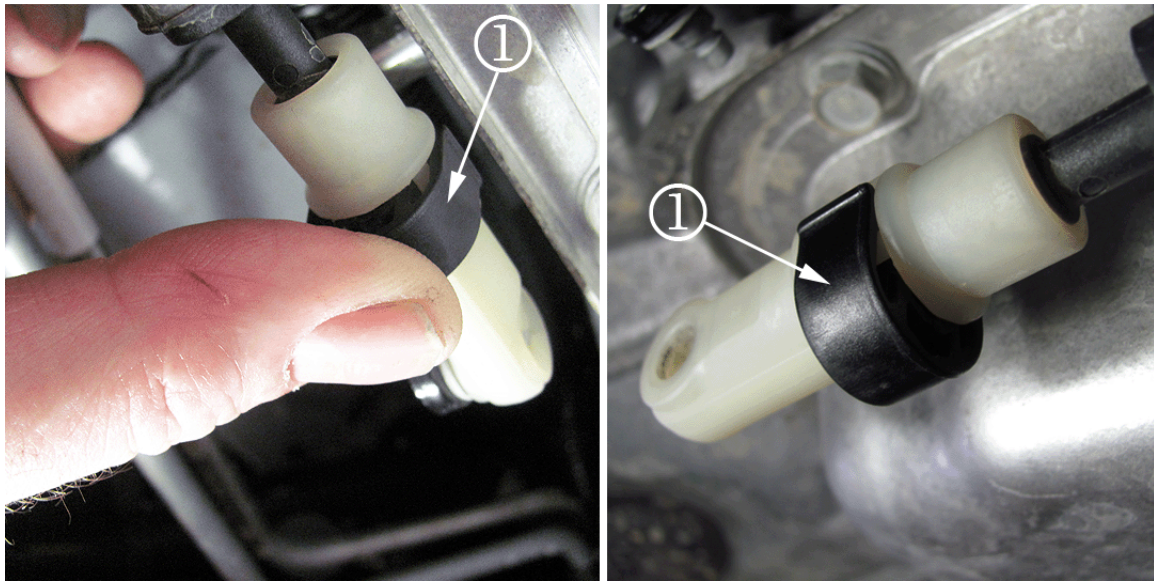
4. Unlock and remove the adjuster locking clip (1) from the adjuster body.



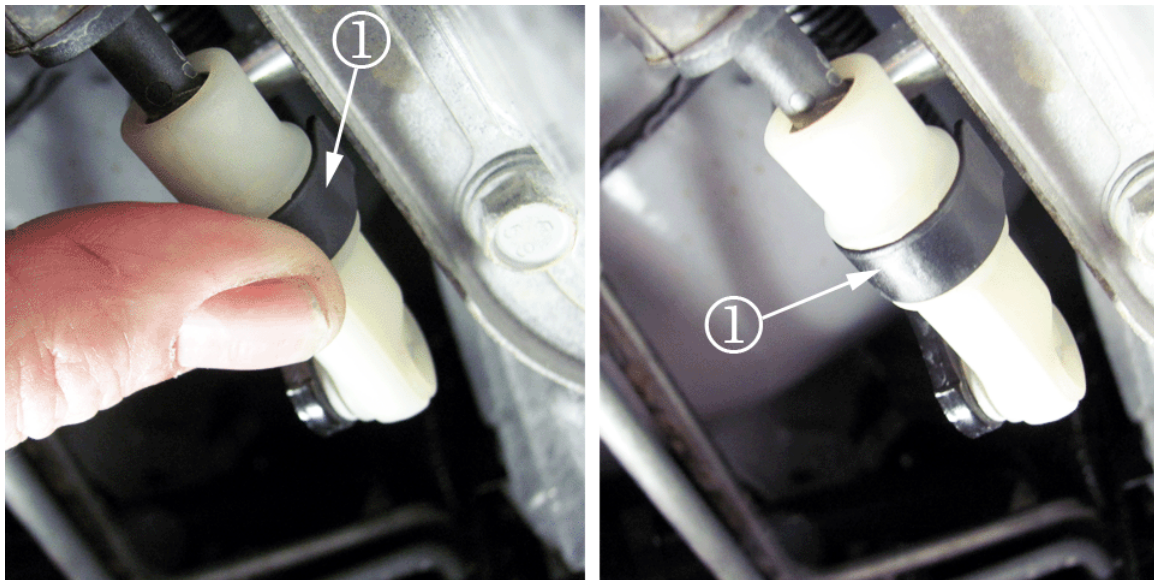
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Note: Do NOT lose the spring (2) in the adjuster body. Ensure it remains in the housing of the adjuster body. Refer to the illustration.

5. Discard the adjuster locking clip.



6. Install a new adjuster locking clip (1) to the first engagement position of the adjuster body. Do NOT fully seat or engage the adjuster locking clip (1).
7. Push the range selector cable end onto the range selector lever ball stud.



8. Fully engage the adjuster locking clip (1). The adjuster locking clip (1) is fully engaged when you hear an audible click when depressing the adjuster locking clip (1). The adjuster locking clip will also be flush to the adjuster body when it is fully engaged.
9. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
10. Verify the operation of the shift control lever.

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.

Labor Code	Description	Labor Time
V2445	Install Range Selector Lever Cable Locking Clip	0.3

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

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

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2011 model year Chevrolet Colorado and GMC Canyon vehicles, equipped with a 2.9L or 3.7L gas engine and a 4-speed automatic transmission, fail to conform to Federal/Canada Motor Vehicle Safety 102, Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect, and Standard 114, Theft Protection and Rollaway Protection. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in recall 11181.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have been built with an automatic transmission adjustment clip that was not to GM's specification. The adjustment clip may not retain the shift cable in the correct position. If the shift cable is not in the correct position, the PRNDL shift lever may not accurately reflect the position of the transmission gear. You could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. You may not be able to restart the vehicle, or the vehicle could move as you or other occupants exit the vehicle or have exited. This could result in the possibility of the vehicle striking you or someone around the vehicle, or a crash without prior warning.

What will we do?

Your GM dealer will install a new automatic transmission adjustment clip. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have 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	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services