



# Service Bulletin

Bulletin No.: 21-NA-276

Date: November, 2021

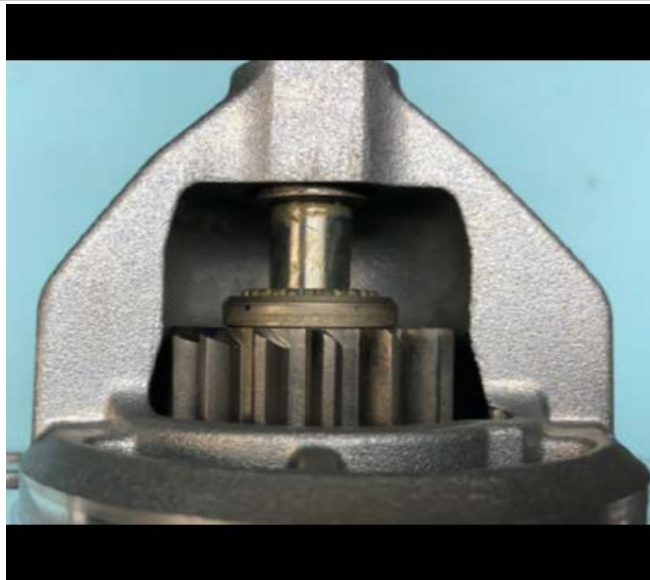
## TECHNICAL

**Subject: Starter Not Cranking Engine, Grinding Noise When Starting**

**This bulletin replaces PIP5708B. Please discard PIP5708B.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2019	2021	—	—	2.5L (LCV)	—
Chevrolet	Blazer	2019					
	Equinox	2019	2.0L (LTG)				
	Impala	2019	2020			2.5L (LCV)	
GMC	Acadia	2019	2021			2.5L (LCV)	
	Terrain					2.0L (LTG)	
Holden	Equinox	2018	2020				

<b>Involved Region or Country</b>	North America, Australia/New Zealand
<b>Condition</b>	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> <li>• Starter spins but it is not cranking over the engine</li> <li>• A grinding noise when starting the engine</li> </ul>
<b>Cause</b>	This condition may be caused by broken and/or damaged teeth on the flex plate.
<b>Correction</b>	<p>Replace the flex plate and inspect the starter motor drive pinion teeth for noticeable damage.</p> <p>⇒ Remove any broken flex plate teeth or metal debris that may be found on the back of the engine assembly and in the transmission bell housing area.</p> <p>⇒ If the starter pinion drive teeth or housing only have very small imperfections/pitting, <b>Do Not</b> replace the starter motor assembly, reuse/reinstall it.</p> <p>Refer to the pictures below to determine if the starter assembly can be reused/reinstalled.</p> <p>Examples of starters that can be reused/reinstalled:</p>



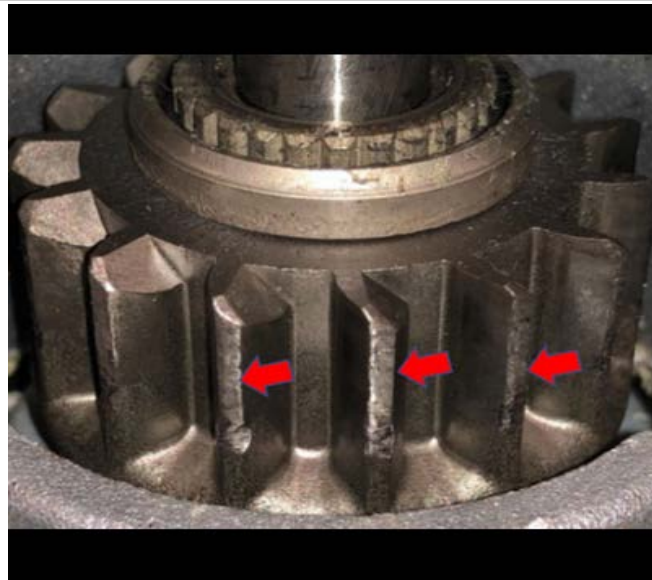
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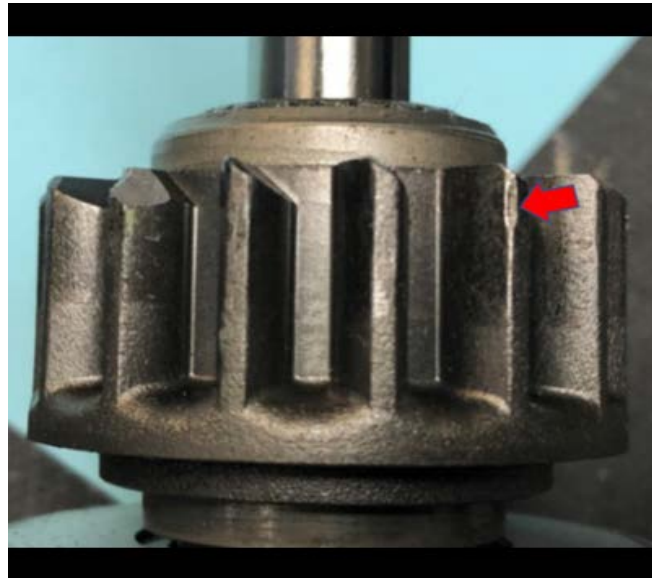
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If the starter pinion drive teeth or housing have pieces/chunks missing, replace the starter motor assembly.

Examples below of starters not to reuse/reinstall:



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**Warranty Information**

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4066950	Automatic Transmission Flex Plate Replacement	Use Published Labor Operation Time

Version	1
Modified	Released November 24, 2021

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



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