



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** No Forward, No Reverse, No Crank, Engine Cranks But Will Not Start (Perform Transmission Line Pressure Check)

**Models:** 2011-2013 Buick LaCrosse, Regal  
2012-2013 Buick Verano  
2011-2013 Chevrolet Cruze, Equinox, Malibu  
2012-2013 Chevrolet Captiva Sport, Orlando, Sonic  
2013 Chevrolet Malibu Eco  
2011-2013 GMC Terrain  
Equipped with 6T30, 6T40, 6T45, 6T50 Automatic Transmission (RPOs MHC, MHH, MHJ, MHK, MH7, MH8, MH9)

*This PI is being revised to add the 2013 model year and update the Condition/Concern and Recommendation/Instructions information. Please discard PI0324D.*

### Condition/Concern

Some customers may have any one of these concerns at time of service:

- Vehicle will not move, transmission will not engage.
- Engine cranks but will not start.
- No crank (may hear clicking).
- Transmission is leaking fluid.
- Harsh shifts.
- Transmission slips in more than one gear or is missing gears.

The technician may observe any of the following at time of service:

- DTCs P0776, P0796, P2714, P2723.
- No communication (U-code) DTCs.
- Low mileage vehicle (often less than 16,000♦km (10,000♦mi)).
- No transmission oil pressure.
- No warning lights.
- One or more warning lights (SES, Battery charge, Reduced power).

These conditions may be caused by no or low transmission line pressure due to a damaged transmission fluid pump.

## Recommendation/Instructions

Perform a Line Pressure Check as detailed in SI. No or low transmission line pressure may indicate a damaged transmission oil pump. Do not replace the transmission TEHCM (Control Solenoid Valve Assembly) or valve body assembly before performing a Line Pressure Check.

If the engine cannot be rotated in either direction or will only move a very slight amount, first observe if there is any evidence that the engine is seized. Look for external block damage, coolant or oil leaks or evidence of overheating. Remove the plugs and inspect for fluid in the cylinders causing hydrolock.

There is a possibility that the transmission fluid pump may be damaged, not allowing the engine to rotate. To check for this condition, remove the transmission. Refer to Transmission Replacement/Removal Procedure in SI.

**Note:** The engine will not rotate when removing the torque converter bolts. Leave the torque converter connected to the flywheel and slide the transmission off the torque converter on removal.

When the transmission is removed, check to see if the engine will rotate. If the engine rotates, replace the transmission fluid pump assembly. Refer to Transmission Fluid Pump Assembly in SI.

**Note:** As a result of either the engine or transmission being seized, the 250 amp fuse F6UD located in the battery fuse block may be blown. The warranty claim for this repair should use Other Labor Hours for diagnosis added to the single labor operation for either the engine or transmission repair.

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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 this information.



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