



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Starter Motor Short Circuit
Expires with Base Warranty

MODELS: 2013 Chevrolet Avalanche, Silverado
2013 GMC Sierra
Equipped with 4.8L/5.3L V8 Engine (L20, LC9, LMG)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to inspect and, if necessary, replace the starter motor on **certain** 2013 model year Chevrolet Avalanche and Silverado, and GMC Sierra vehicles, equipped with a 4.8L (L20) or 5.3L (LC9/LMG) V8 engine. Components within the starter motor may contact and wear through the wiring insulation, causing a short circuit condition. This could cause the starter motor to become inoperative and the customer will not be able to start the engine.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that

return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update 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.

Inventory at this time is limited. Please order only for vehicles that have been inspected and need to be repaired.

Part Number	Description	Quantity/Vehicle
12637615	STARTER	1 (If Req'd)

SERVICE PROCEDURE

1. Raise and support vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Locate the starter motor and starter motor date code information.



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Note: A flash light and mirror are required to view the starter motor date code.

3. Determine if the second digit of the starter motor date code is 8 or 9 (1). The starter motor date code is an alpha-numeric code that begins with the letter "M." Look at the next digit to determine if the starter date code is an 8 or 9 (1).
 - If the second digit of the starter motor date code is NOT 8 or 9, no further action is required. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
 - If the second digit of the starter motor date code is 8 or 9, remove and replace the starter motor with a new starter motor. Refer to *Starter Replacement (V8)* in SI.
4. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2634	Inspect Starter Motor – No Further Action Req'd	0.3
V2635	Inspect & Replace Starter Motor	
	- Two Wheel Drive Vehicles	0.6
	- Four Wheel Drive Vehicles	0.9

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

