



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Starter Motor Damage Due to Positive Battery Cable and Starter Solenoid  
Terminal Contact  
Expires with Base Warranty

**MODELS:** 2013 Chevrolet Sonic  
U.S. Vehicles Only

**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.**

Vehicles involved in this Service Update were placed on Stop Delivery Friday, November 9, 2012. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is removed from Stop Delivery and can be delivered to customers.

### PURPOSE

This bulletin provides a service procedure to provide adequate clearance between the battery cable B+ terminal and the starter solenoid on **certain** 2013 model year Chevrolet Sonic vehicles, equipped with turbo engine (RPO LUV). These vehicles may have been produced with potential inadequate design clearance between the battery cable B+ terminal and the starter solenoid. If contact is made between the battery feed and the starter solenoid terminal, the starter motor circuit will be energized and the starter motor will begin to spin. However, the solenoid terminal for the drive pinion gear is not powered therefore, the pinion will not engage the flywheel ring gear and the engine will not be cranking. Within approximately 1 minute excessive heat will begin to melt certain internal starter motor components, the armature will freeze in position and the brush wires will fracture. When this occurs the motor is removed from the electrical circuit. This condition will be accompanied by smoke and odor.

**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.

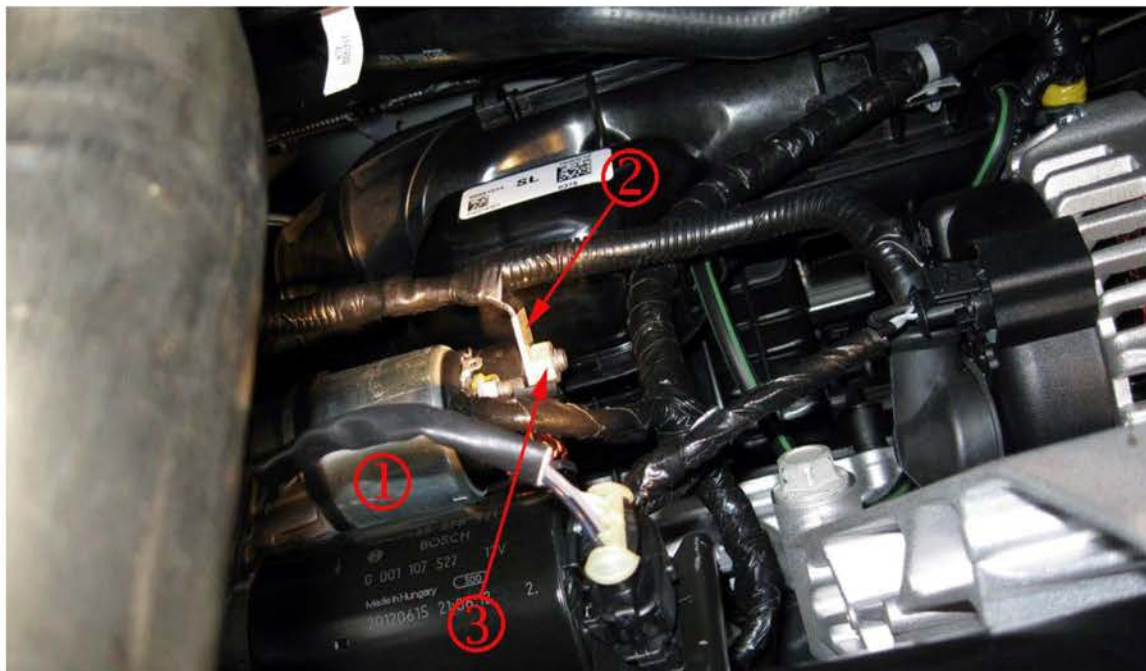
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

## PART INFORMATION

No parts are required for this Service Update.

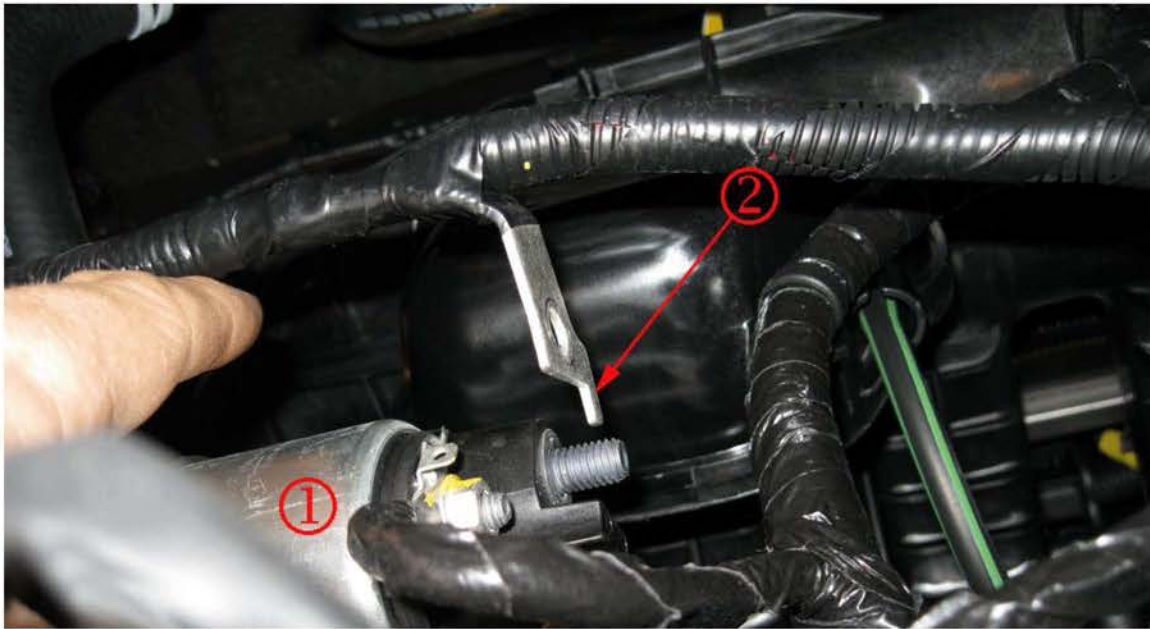
## SERVICE PROCEDURE

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
2. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



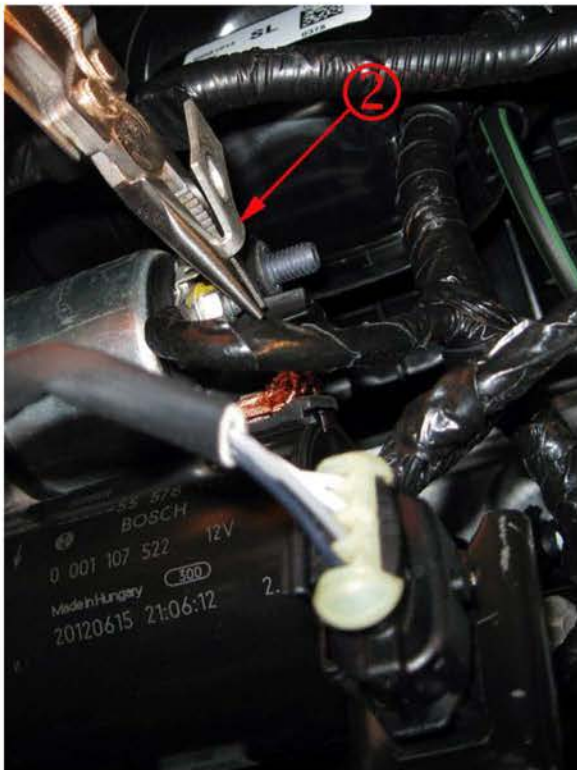
3. Locate the starter solenoid (1), positive battery cable terminal (2) and positive battery cable fastener (3).





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4. Remove the positive battery cable fastener and the positive battery cable terminal (2), from the starter solenoid (1).



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5. Using pliers bend the positive battery cable terminal tab (2) 90 degrees inward as shown in illustration.

**Note:** Do NOT allow the battery positive cable terminal tab to rotate clockwise on the starter solenoid while tightening the battery positive cable terminal fastener. Hold the positive battery cable terminal tab down (counter clockwise) while tightening the positive battery cable terminal fastener.

6. Install the positive battery cable terminal and fastener to the starter solenoid.
7. Tighten the positive battery cable terminal fastener to 9 Nm (80 lb-in).

8. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
9. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2708	Starter Positive Battery Cable Terminal Repair	0.3

### 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.



GM CUSTOMER CARE AND AFTERSALES  
DCS2850  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 12, 2012

Subject: 12289 – Service Update Bulletin  
Starter Motor Damage Due to Positive Battery Cable and Starter  
Solenoid Terminal Contact

Models: 2013 Chevrolet Sonic

To: All Chevrolet Dealers

Attention: Dealer, Dealer Operator, General Manager, Service Advisor,  
Service Manager, Parts and Service Director, Parts Manager,  
New Vehicle Sales Manager, and Warranty Administrator

General Motors is announcing Service Update Bulletin 12289 today. The total number of U.S. vehicles involved is approximately 350. Please see the attached bulletin for details.

Vehicles involved in this Service Update were placed on Stop Delivery, Friday, November 9, 2012. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is removed from Stop Delivery and can be delivered to the customer.

**Global Warranty Management (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated November 15, 2012. A list of vehicles in dealer inventory is attached to this message. Please hold warranty transactions until IVH is updated.

**Service Update Bulletin (SUB) Information Link**

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES