



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Intermittent No Crank When Ignition Key Is Turned To The Crank Position

Models: 2010 - 2014 Buick LaCrosse, Regal
2012 – 2014 Buick Verano (Without RPO BAH Or ATH)
2013 – 2014 Buick Encore
2013 – 2014 Chevrolet Trax (Canada only)
2010 - 2014 Chevrolet Camaro, Equinox
2011 - 2014 Chevrolet Cruze
2012 - 2014 Chevrolet Sonic
2010 - 2014 GMC Terrain

This PI was superseded to update models, model years and add customer information statement. Please discard PIT5030D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Customers may comment on an intermittent no crank. The design of the key and fob is to have the key extended straight out. If the key is not in the fully locked position and the head of the key is angled down, the vehicle may not crank. This may be caused by the customer contacting the release button on the fob when inserting the key into the ignition.

Recommendation/Instructions

If the vehicle will not crank, remove the key and make sure it is fully extended. Reinsert the ignition key in the extended straight out position and turn to crank engine. Reference photos below.

Note: This condition can set DTC B3055 (No Transponder or Modulation) in history. Clear the B3055 from history and recheck keys that are learned to verify keys are operating correctly.

Incorrect



Correct



Customer Information

Please share this information with the customer. Please be sure to fully extend and lock the ignition key PRIOR to inserting the key into the ignition switch and attempting to start the vehicle - as reflected in the photos above.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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