



Service Bulletin

File in Section: -

Bulletin No.: PI0324C

Date: March, 2012

PRELIMINARY INFORMATION

Subject: No Forward, No Reverse, No Crank, Engine Cranks But Will Not Start (Inspect Transmission Pump)

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

This PI is being revised to update the Models section. Please discard PI0324B.

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.
- Missing gears.

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

- No 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 have been caused by a damaged transmission fluid pump.

Recommendation/Instructions

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 hydro-loc.

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 Assemble 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.