



# Service Bulletin

File in Section: -

Bulletin No.: PI0324F

Date: December, 2013

## PRELIMINARY INFORMATION

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

**Models:** 2011-2014 Buick LaCrosse, Regal  
2012-2014 Buick Verano  
2013-2014 Buick Encore  
2011-2013 Chevrolet Malibu  
2011-2014 Chevrolet Cruze, Equinox  
2012-2014 Chevrolet Captiva Sport, Orlando, Sonic  
2013 Chevrolet Malibu Eco  
2013-2014 Chevrolet Trax  
2011-2014 GMC Terrain  
Equipped with 6T30, 6T40, 6T45, 6T50 Automatic Transmission (RPOs MHB, MHC, MHH, MHJ, MHK, MH7, MH8, MH9)

This PI has been revised to include the Buick Encore, Chevrolet Trax and add the 2014 model year. Please discard PI0324E.

### 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 overheat. 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.