



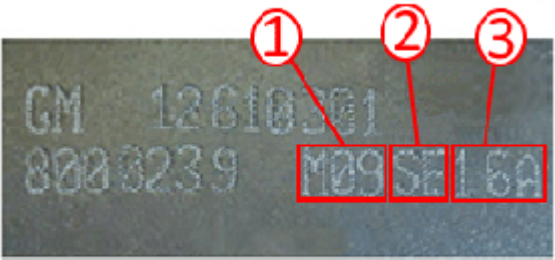
Service Bulletin

TECHNICAL

Subject: No Crank / No Start

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2016	2017			RPOs L20, L96 and LC8	All
	Silverado 2500/3500						
GMC	Savana	2016	2017			RPOs L20, L96 and LC8	All
	Sierra 2500/3500						

Involved Region or Country	North America, Middle East, Israel
Condition	Some customers may comment that the vehicle will not crank or start.
Cause	The cause of the condition may be the internal spool sleeve in the starter not allowing full travel of the armature to engage the flywheel.

<p>Correction</p>	<div style="text-align: center;">  </div> <p>If the vehicle exhibits this condition, remove the starter assembly and inspect for date code correlating with build on date 09/16/2016. The code pictured above shows the day (01), month of September (2) and the year (3).</p> <ul style="list-style-type: none"> • If the starter was built between the dates 6/06/16 and 9/16/16, it may be necessary to replace the starter assembly. Replace the starter with the appropriate service part from the Parts Information below. Refer to <i>Starter Replacement (V8)</i> in SI. • If the starter was built on or after this date, refer to in SI for additional diagnostics.
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Parts Information

Description	Part Number	Qty
STARTER ASM (RPO L20)	12637615	1
STARTER ASM (RPO L96, LC8)	12637617	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4041250	Starter Replacement	Use Published Labor Operation Time

Version	3
Modified	Nov. 1, 2016 – Clarifying the Correction information. May 4, 2017 - Updated the Correction section.

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 this information.



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