



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-012

Date: January, 2018

TECHNICAL

Subject: No Click Heard or No Crank From the Starter, No Start

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado Models	2017	2018				MYC
	Suburban						
	Tahoe						
GMC	Sierra Models						

Involved Region or Country	North America and Middle East
Condition	Some customers may comment that the vehicles starter does not click/crank when trying to start or that vehicle does not start.
Cause	This condition may be caused by an open Park/Neutral circuit within the control valve solenoid assembly. ⇒ This concern may be dependent on the ambient temperature of the transmission oil.
Correction	The P/N circuit should be normally grounded through the control valve solenoid when the transmission is in Park or Neutral. <ul style="list-style-type: none"> If a no start / no crank condition is encountered, check for an open circuit within the transmission on Circuit 1786, Transmission connector X1, Terminal 3 (WH/GY wire). This circuit should be normally closed (grounded) when the transmission is in Park or Neutral. If an open circuit is found and the wire from the transmission connector to the control valve solenoid has continuity, replace the control valve solenoid.

Service Procedure

Refer to Control Solenoid Valve and Transmission Control Module Assembly Replacement in SI.

Parts Information

Causal Part	Description	Part Number	Qty
x	VALVE, CONT SOL	24275873	1
	FLUID, A/TRANS (Dexron)	Refer to EPC	

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
8463730	Control Solenoid Valve and Transmission Control Module Assembly Replacement	Use the Published Labor Operations Time

Version	1
Modified	Released January 16, 2018

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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