



Service Bulletin

Bulletin No.: 21-NA-066

Date: April, 2021

TECHNICAL

Subject: Vehicle No Start, Grinding/Starter Free Spinning Noise Under Hood, Issues During an Auto-Stop/Start Operation


Brand:	Model:	Model Year:		Breakpoint Date:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2019	2020	February 1, 2019	January 1, 2020	LFY	
Chevrolet	Traverse						

Involved Region or Country	North America, Uzbekistan, Middle East, Israel, Palestine, GM Korea Company, China - SGM
Condition	<p>Some customers may comment on</p> <ul style="list-style-type: none">• No start condition• A starting grinding noise or free spinning noise under hood• Issues during auto-stop/start operations <p>Some technicians may find one or more of the following during inspection:</p> <ul style="list-style-type: none">• 350A starter mega fuse open• Flex plate teeth missing• Starter is not engaging
Cause	This condition may be caused by a damaged flexplate.
Correction	Note: If the flex plate teeth were damaged and the starter pinion teeth were not, do not replace the starter.



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1. Remove the starter and inspect the flex plate through the starter mounting hole. Inspect by slowly rotating the crankshaft and look for damaged or missing flex plate teeth.
⇒ If any teeth are damaged or missing, replace the flex plate.
Note: If the flex plate teeth are damaged, use the flex plate as the causal part number to replace the flex plate and the starter.
2. Inspect the starter pinion for any damage on the teeth. Inspect all pinion teeth by rotating the starter pinion.

		
		<p>5778557</p> <ul style="list-style-type: none"> - Do not replace the starter if no damage to the pinion teeth is observed as shown in the graphic above. - Starter pinion teeth damage is normally caused by broken/damaged flex plate teeth.

Service Procedure

Refer to *Automatic Transmission Flex Plate Replacement* in SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	PLATE, A/ TRANS FLEX	12689004	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4066950	Automatic Transmission Flex Plate Replacement	Use Published Labor Operation Time

Version	1
Modified	Released April 06, 2021

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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