



Preliminary Information

PIP5708B Flex Plate Broken Teeth Starter Not Cranking Engine Grinding Noise When Starting

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Envision	2019 - 2020	All	All	2.5 LCV	All
Chevrolet	Blazer	2019 - 2020	All	All	2.5 LCV	All
Chevrolet	Equinox	2019 - 2020	All	All	2.0 LTG	All
Chevrolet	Impala	2019 - 2020	All	All	2.5 LCV	All
GMC	Acadia	2019 - 2020	All	All	2.5 LCV	All
GMC	Terrain	2019 - 2020	All	All	2.0 LTG	All

Involved Region or Country	North America
Condition	On a rare occasion a customer may complain the starter spins but it is not cranking over the engine assembly. They may also hear a grinding noise when starting the engine.
Cause	Inspect the flex plate drive teeth for any damage or being broken off.

Correction:

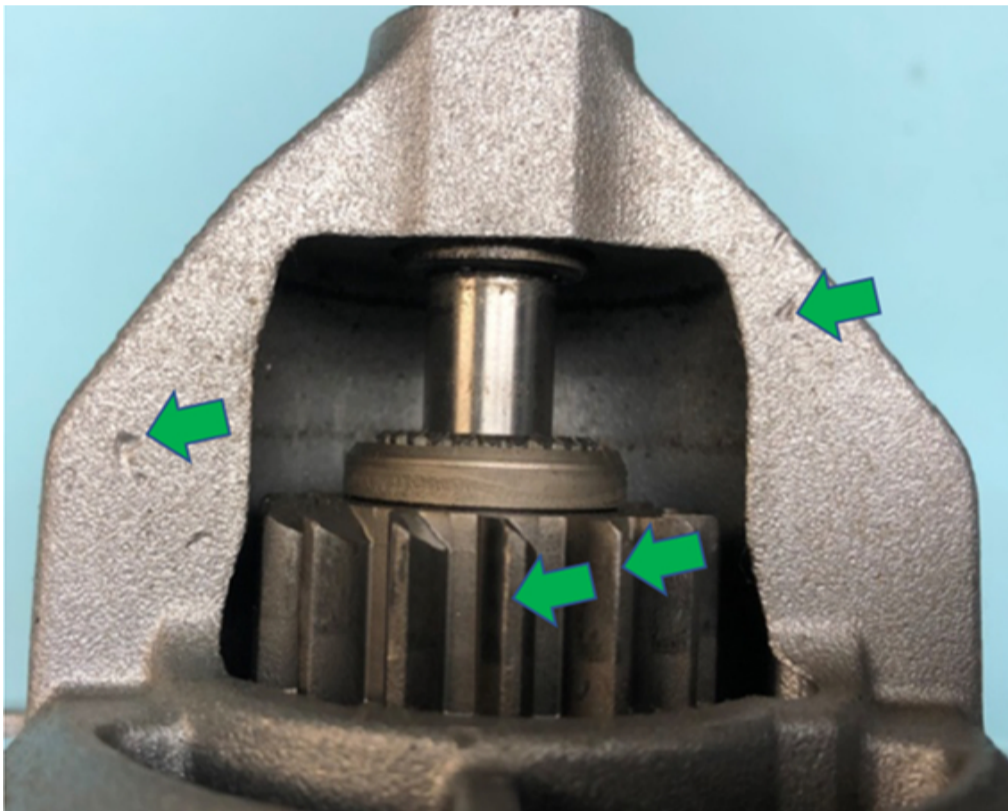
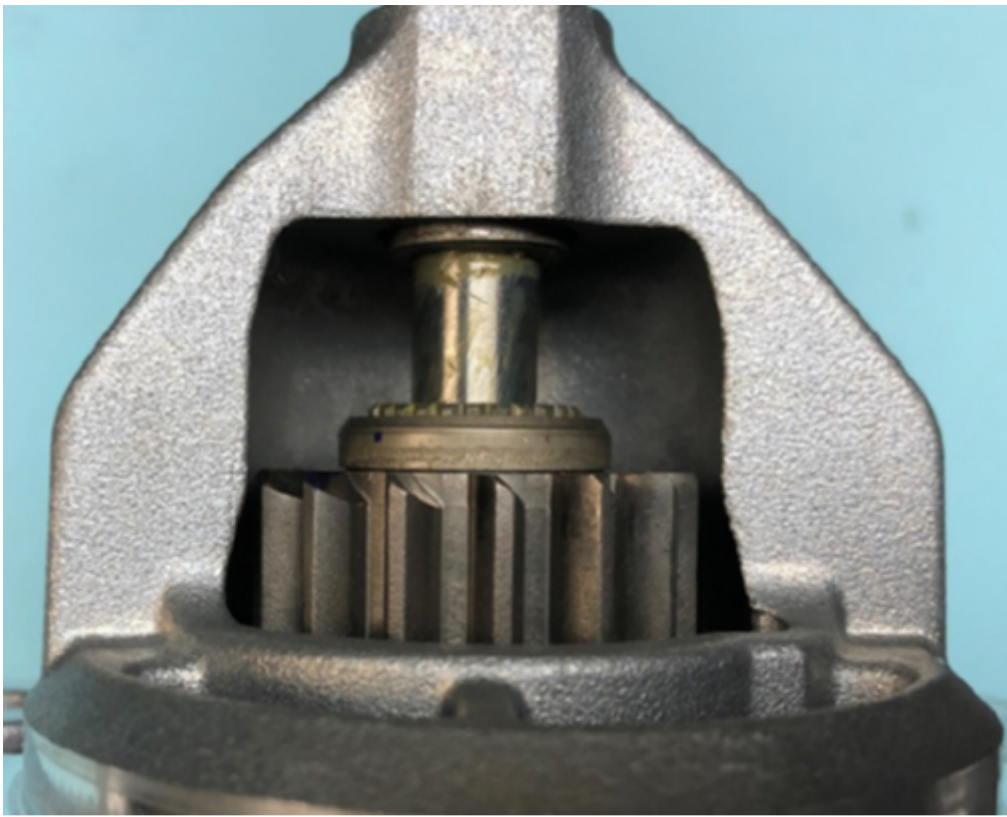
Replace the flex plate and inspect the starter motor drive pinion teeth for noticeable damage.

See the pictures below to determine if the starter assembly can be reused / reinstalled.

Remove any broken flex plate teeth or metal debris that may be found on the back of the engine assembly and in the transmission bell housing area.

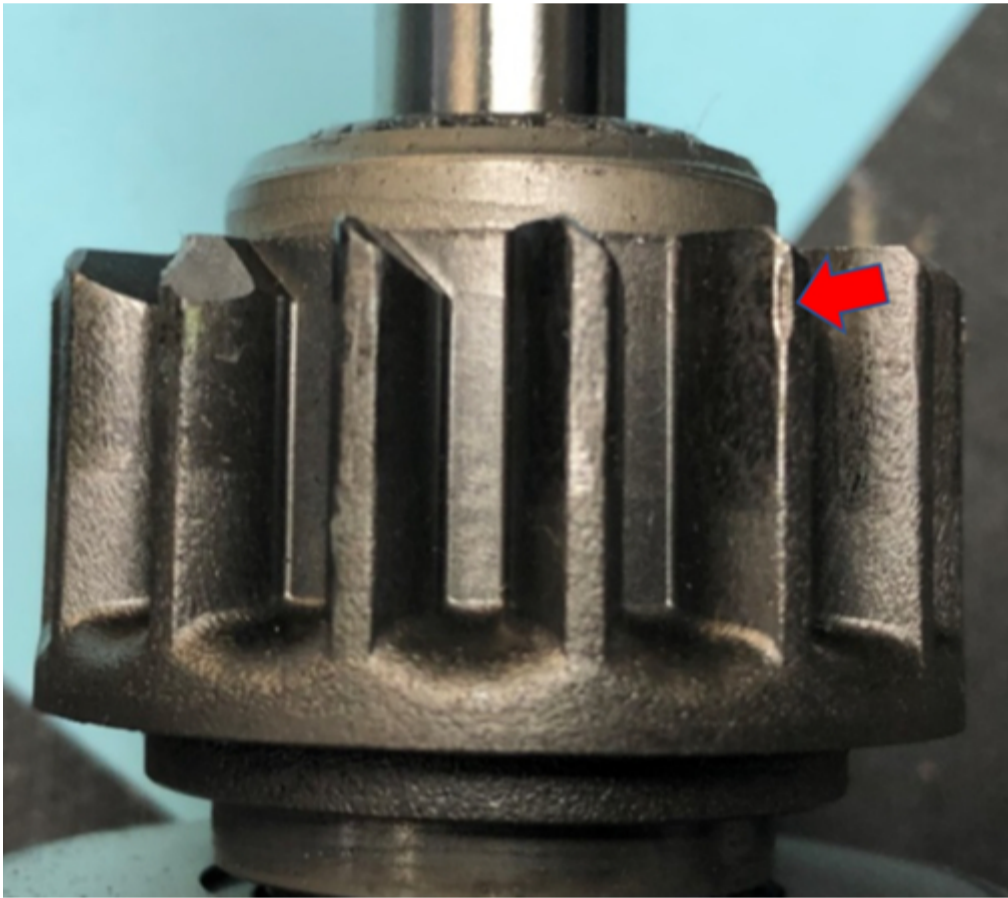
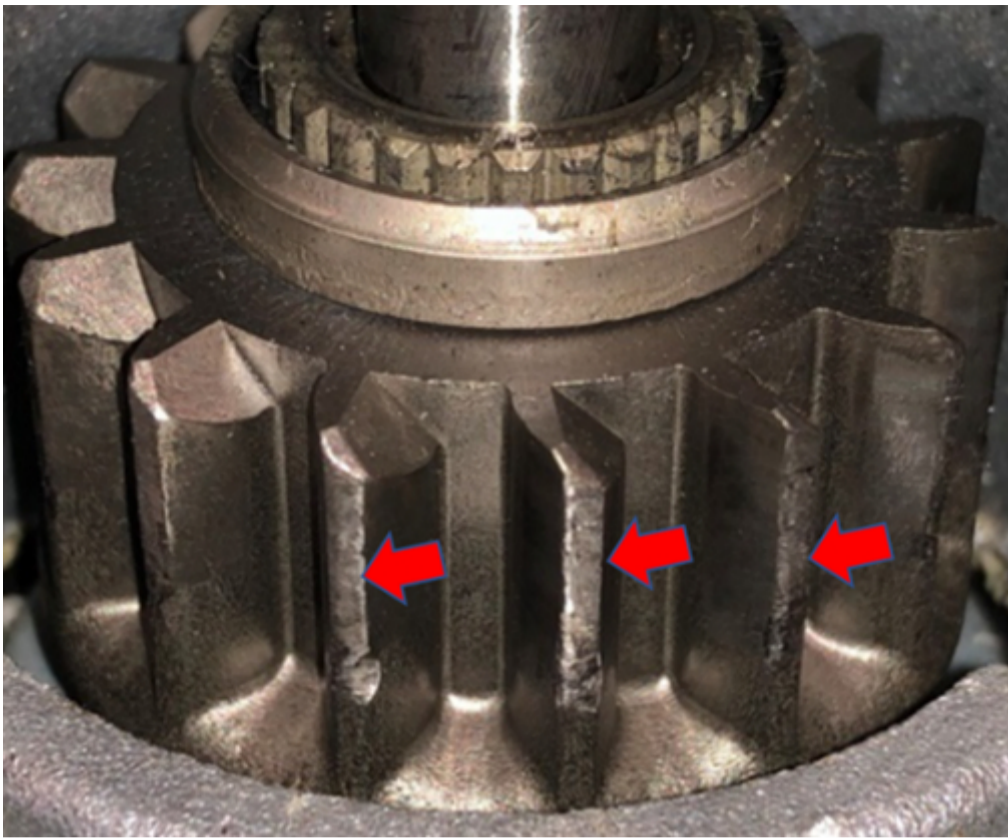
If the starter pinion drive teeth or housing only have very small imperfections / pitting, do not replace the starter motor assembly, reuse / reinstall it.

Examples of starters that can be reused / reinstalled



If the starter pinion drive teeth or housing have pieces / chunks missing, replace the starter motor assembly.

Examples of starters not to reuse / reinstall



Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

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

Version History

Version	3
Modified	01/31/2020 - Created on. 02/18/2020 - Updated Correction and Models. 07/28/2021 - Updated Models



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