



Service Bulletin

Bulletin No.: 21-NA-279

Date: September, 2023

TECHNICAL

Subject: Rattle Type Noise Heard Coming from Engine/Transmission Area or from Front of Vehicle When Engine is Running, or Vehicle is in Motion and Making Turns

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2021	2023	—	—	2.0L Turbo (LSY)	—
Cadillac	CT4	2020					
	CT5	2020					
	XT4	2019					
	XT5	2020					
	XT6	2020					
Chevrolet	Blazer	2019					
GMC	Acadia	2020					

Involved Region or Country	United States, Canada, Chile, Colombia, Peru, Europe, Russia, Middle East, Israel, Palestine, Japan, Cadillac Korea (South Korea)
Condition	Some customers may comment that a rattle type noise can be heard coming from the engine/transmission area or from the front of vehicle when the engine is running, or the vehicle is in motion and making turns.
Cause	The cause of this condition may be that the starter pinion gear may be loose and making contact with the flywheel.
Correction	<p>Note: To duplicate this noise, drive the vehicle at low speed and make right hand turns. The rattle develops from the starter drive gear sliding down the starter motor shaft and contacting the ring gear.</p> <p>Inspect and, if necessary, replace the starter.</p> <p>⇒ If you are able to duplicate the noise, remove the starter motor per the SI procedure and inspect the drive pinion gear. Hold the starter level and tip the nose down. If the gear slides down the motor shaft, replace the starter.</p>

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Service Procedure

Refer to *Starter Replacement* in the Service Manual.

Parts Information

Use the VIN and refer to the GM Electronic Parts Catalog (EPC) to determine the proper part to order.

Causal Part	Description	Part Number	Qty
N/A	STARTER, ENG	Refer to EPC	1

Warranty Information

For vehicles repaired under warranty, use:

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

Version	2
Modified	Released November 29, 2021 Revised September 19, 2023 – Added the 2023 Model Year and the Important statement.

