



Service Bulletin

Bulletin No.: 21-NA-276

Date: June, 2024

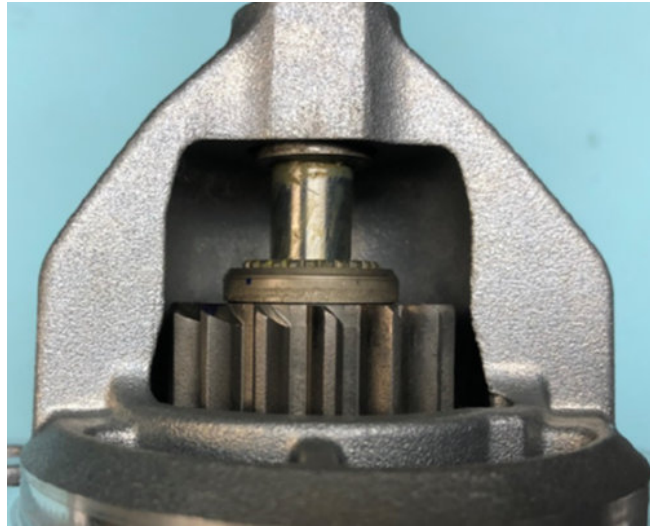
TECHNICAL

Subject: Starter Not Cranking Engine, Starter Inoperative, Grinding Noise When Starting

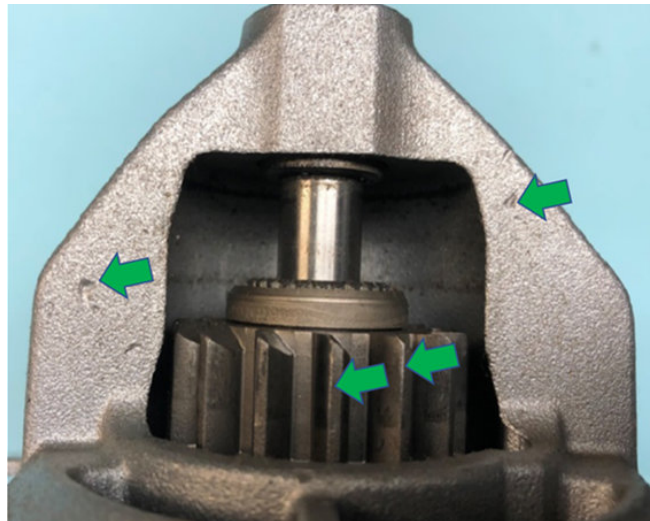
This Service Bulletin replaces PIP5708B. Please discard all versions of PIP5708.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2019	2021	—	—	2.5L (LCV)	—
Chevrolet	Blazer	2019				2.5L (LCV)	
	Equinox	2019	2.0L (LTG)				
	Impala	2019	2020			2.5L (LCV)	
GMC	Acadia	2019	2021			2.5L (LCV)	
	Terrain					2.0L (LTG)	
Holden	Equinox	2018	2020				

Involved Region or Country	North America, Australia/New Zealand
Condition	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> • Starter spins but it is not cranking over the engine • A grinding noise when starting the engine • Starter inoperative
Cause	This condition may be caused by broken and/or damaged teeth on the flex plate. Note: If the starter does not work, inspect the F5BA (500A) fuse for an open.
Correction	Replace the flex plate and inspect the starter motor drive pinion teeth for noticeable damage. <ul style="list-style-type: none"> ⇒ 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. Refer to the pictures below to determine if the starter assembly can be reused/reinstalled. Examples of starters that can be reused/reinstalled:



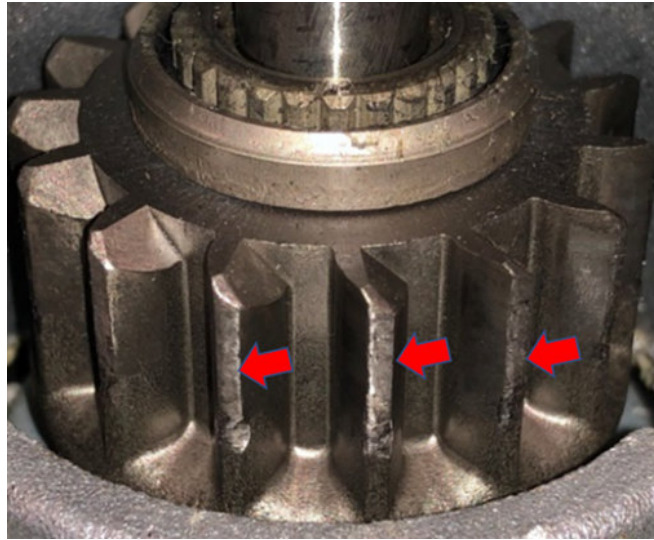
5521948



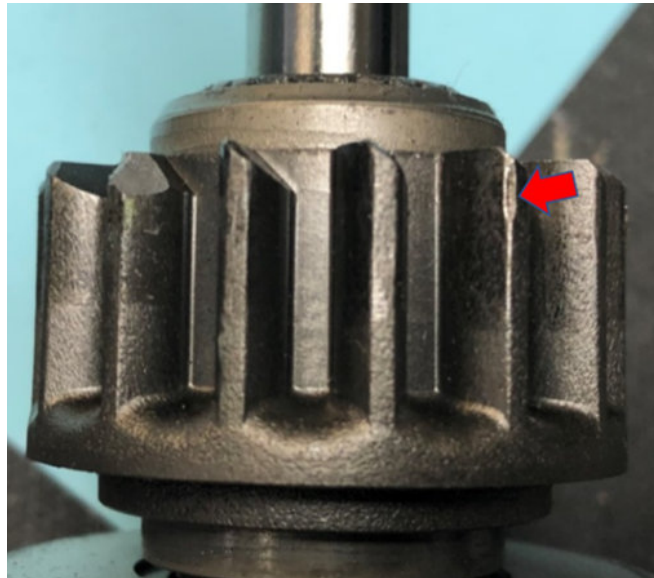
5521949

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

Examples below of starters not to reuse/reinstall:



5521950



5521953

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.

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 Operation Time

Version	2
Modified	Released November 24, 2021 Revised June 06, 2024 – Added Starter Inoperative condition and information, and a Note to the Cause section.

