



Service Bulletin

Bulletin No.: 24-NA-078

Date: June, 2024

TECHNICAL

Subject: Intermittent Grinding, Rattle and/or Growling Noise from Under the Vehicle with Engine Running

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|----------------|-------------|------|------|----|----------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Colorado | 2023 | 2024 | | | L3B, L2R | N8R, MFC |
| | Silverado 1500 | | | | | | |
| GMC | Canyon | | | | | | |
| | Sierra 1500 | | | | | | |

| | |
|-----------------------------------|---|
| Involved Region or Country | North America, Russia, Middle East, Israel, Chile (West), Colombia (West), Ecuador (West), Venezuela (West), Japan, Thailand (ASEAN), Singapore, Other Africa. |
| Condition | Some customers may comment on hearing one or more of the following noises from under the vehicle with engine running: <ul style="list-style-type: none"> • Grinding • Rattle • Growling |
| Cause | This condition may be caused by the engine starter (Bendix) hanging up and contacting flywheel while engine is running. <ul style="list-style-type: none"> - Technician may be able to duplicate noise and track it to the bell housing area of the transmission. Noise will be intermittent and erratic. |
| Correction | Important: Do Not replace the transmission for this intermittent noise in the bell housing area. Technicians can diagnose noise by placing a stethoscope or other listening device on starter motor when concern is happening. <ul style="list-style-type: none"> - If the noise has been verified to be coming from the bellhousing area, replace the starter. |

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*.

Parts Information

Note: Only select the parts that coincide with the repair performed. Replace the part with the P/N outlined in the Electronic Parts Catalog (EPC) in accordance with the vehicle VIN.

| Causal Part | Description | Part Number | Qty |
|-------------|-------------|-------------|-----|
| X | STARTER | 12730103 | 1 |

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|---------------------|---|
| 4041250 | Starter Replacement | Use the Published Labor Operations Time |

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|-----------------|---|
| Version | 3 |
| Modified | Released April 24, 2024 Revised June 04, 2024 - Added Sierra to Model section. Revised June 25, 2024 - Added Rattle Noise to Subject and Condition section. |

