



# Service Bulletin

Bulletin No.: 24-NA-078

Date: May, 2025

## 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	All
	Silverado 1500						
GMC	Canyon						
	Sierra 1500						

<b>Involved Region or Country</b>	North America, Russia, Middle East, Israel, Chile (West), Colombia (West), Ecuador (West), Venezuela (West), Japan, Thailand (ASEAN), Singapore, Other Africa, GM Korea
<b>Condition</b>	Some customers may comment on hearing one or more of the following noises from under the vehicle with engine running (Video Example Above) : <ul style="list-style-type: none"> <li>• Grinding</li> <li>• Rattle</li> <li>• Growling</li> </ul>
<b>Cause</b>	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"> <li>- Technician may be able to duplicate noise and track it to the bell housing area of the transmission. Noise will be intermittent and erratic.</li> </ul>
<b>Correction</b>	<b>Important: Do Not</b> 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"> <li>- If the noise has been verified to be coming from the bellhousing area, replace the starter.</li> </ul>

**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

Version	
	6
<b>Modified</b>	<p>Released April 24, 2024</p> <p>Revised June 04, 2024 - Added Sierra to Model section.</p> <p>Revised June 25, 2024 - Added Rattle Noise to Subject and Condition section.</p> <p>Revised September 04, 2024 – Added video of condition.</p> <p>Revised January 07, 2025 - Added GM Korea to Involved Region or Country section.</p> <p>Revised May 06, 2025 - Add All the Transmission section.</p>

