



GM Microbird Starter Issues

Service Update #17-0814



No Crank/No Start Issues

Over the summer, we saw several new units which needed to go back to the dealer due to a no start condition. We were told that starters needed to be replaced.

We questioned GM and were told there was a bad “batch” of starters and that they were unable to determine exactly which chassis was affected.

Recently we had an issue with units in the Buffalo area and Jack Rott assisted in getting units back into service in a very timely manner.

At the same time he found that there was a Service Bulletin from GM on the issue and he forwarded it (below).

PLEASE NOTE-SOME UNITS WILL REQUIRE REPAIRS BEYOND JUST REPLACING THE STARTER.

CONTACT YOUR LOCAL GM DEALER SHOULD YOU HAVE THIS ISSUE!

ALL of our Service Updates can be found on the [New York Bus Sales website](#)
Or at the [New York Head Mechanic website](#)

#16-NA-346: No Crank / No Start - (May 4, 2017)

Subject: No Crank / No Start



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2016	2017			RPOs L20, L96 and LC8	All
	Silverado 2500/3500						
GMC	Savana						
	Sierra 2500/3500						

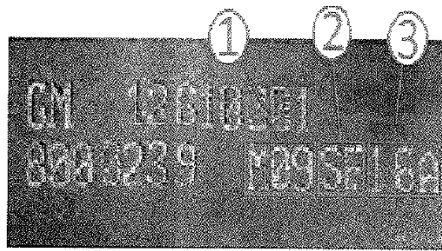
Involved Region or Country	North America, Middle East, Israel
Condition	Some customers may comment that the vehicle will not crank or start.
Cause	The cause of the condition may be the internal spool sleeve in the starter not allowing full travel of the armature to engage the flywheel.
Correction	

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9/7/2017

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If the vehicle exhibits this condition, remove the starter assembly and inspect for date code correlating with build on date 09/16/2016. The code pictured above shows the day (01), month of September (2) and the year (3).

- If the starter was built between the dates 6/06/16 and 9/16/16, it may be necessary to replace the starter assembly. Replace the starter with the appropriate service part from the Parts Information below. Refer to *Starter Replacement (V8)* in SI.
- If the starter was built on or after this date, refer to in SI for additional diagnostics.

Parts Information

Description	Part Number	Qty
STARTER ASM (RPO L20)	12637615	1
STARTER ASM (RPO L96, LC8)	12637617	1

Warranty Information

For vehicles repaired under warranty, use:

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

Version	3
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Modified

Nov. 1, 2016 – Clarifying the Correction information.
May 4, 2017 - Updated the Correction section.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourseifer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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**THANK YOU TO JACK ROTT FOR PRESENTING US WITH
THIS INFORMATION!!!!**

9/7/2017

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CONTACT OUR SERVICE OR PARTS DEPARTMENT WITH ANY QUESTIONS

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Chittenango: 800-962-5768
Daryl Wallace or Brian Lamaitis

Rochester: 800-463-3232
Dave Schaub

Albany: 866-867-1100
Ben Reiling

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Morgan Jenkins

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