

Product Safety Recall

N192221960 ECM Malfunction



Release Date: October 2019

Revision: 00

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery September 6, 2019. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2018	2018	LFV	ENGINE-GAS, 4 CYL, L4, 1.5L, TURBO,

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2018 model year Chevrolet Malibu vehicles equipped with 1.5L Turbo engines. Under certain conditions, an error in the vehicles’ engine control module (ECM) software can cause data used by the ECM to become corrupted. When this occurs, the ECM may send a signal disabling the engine’s fuel injectors. If the fuel injectors are disabled, the engine may not start and, in rare cases, the engine may stall after it is started. The condition is caused by an error in the ECM software, which was programmed by GM’s supplier of the modules. In rare cases this condition can cause the engine to stall at speed and without warning, increasing the risk of a crash.
Correction	Dealers will reprogram the ECM software to correct the error.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104610*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104609*	Engine Control Module Reprogramming with SPS Add: Relearn OAT Sensor	0.3 0.2	ZFAT	N/A
9104727	Customer Reimbursement Approved	-	ZFAT	**
	- For USA and Canada dealers only	N/A		
	- For Export dealers only	0.2		
9104728	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***
9104729	Floor Plan Reimbursement	N/A	ZFAT	****
9104730	Working Capital Assistance Program Reimbursement	N/A	ZFAT	*****

Note: To avoid having to “H” route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the “SPS Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “SPS Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

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Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Floor Plan Reimbursement – NEW INVENTORY ONLY

**** **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (September 6, 2019) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 30 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2018 Chevrolet Malibu	\$4.73	\$4.10

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800030, provided in the dealer message sent on September 24, 2019, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

***** **USA Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (September 6, 2019) to the date the inspection or repair closed the recall bulletin. (not to exceed 30 days).

Canada Dealers Only - Please continue to follow the process outlined in the Used Virtual Coupon Program Dealer message published on September 26, 2019. (see GCCA-5-1497).

Vehicle	Working Capital Assistance Reimbursement Amount – USA Only
2018 Chevrolet Malibu	\$6.58

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.

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- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Controller	Id	Current #	Selected #	Description
K40D	1	13526434	13526434	Operating system
	2	84523953	84523953	Driver Seat Module

Service Programming System

M6991: You are attempting to reprogram with the same calibration.
This is not allowed for the selected ECU. Please record Warranty Claim Code: A86590002

OK

5164840

Note: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.

Service Programming System

Test Driver: Final Instructions

Action Complete
Engine Control Module - Prepare Control Module for Removal (K20)
2019-10-01 13:06:32 -04:00

Warranty Claim Code: FDZ27241968 1

Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:
The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page. Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Mandatory Controller Specific Instructions (to be respected):

Refer to programming and setup instructions available in service information for any further procedures that may be required.

VIN: 3GMAKSEV3KRL150465

Print New Cancel

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Note: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably

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equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by October 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". 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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

October 2019

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 model year Chevrolet Malibu vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N192221960.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

An error in the vehicles' engine control module (ECM) software can cause data used by the ECM to become corrupted. When this occurs, the ECM may send a signal disabling the engine's fuel injectors. If the fuel injectors are disabled, the engine may not start and the engine may stall after it is started. The condition is caused by an error in the ECM software, which was programmed by GM's supplier of the modules. This condition can cause the engine to stall at speed and without warning, increasing the risk of a crash.

What will we do?

Your GM dealer will reprogram the engine control module to correct the error. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 35 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

California Residents: The state of California requires the completion of recalls on emission related parts prior to vehicle registration renewal. In addition, the state requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no-charge** recall, your vehicle may be more likely to fail this test. At the time of the recall completion, your dealer will issue you a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your registration as proof of recall completion.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2020, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

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Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19V642.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
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