



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Piston Damage Due To Engine Misfire

MODELS: 2013 Cadillac ATS
2013 Chevrolet Malibu
Equipped with 2.0L 4 Cylinder Engine (LTG)

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THIS PROGRAM IS IN EFFECT UNTIL DECEMBER 31, 2016.
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CONDITION

Certain 2013 model year Cadillac ATS and Chevrolet Malibu model vehicles equipped with a 2.0L 4 Cylinder Engine (LTG) may have a condition in which piston damage could occur due to an engine pre-ignition condition. If this condition occurs, the vehicle may perform poorly and oil consumption could increase. A warning light may illuminate indicating an engine misfire. If this repair is not completed before multiple pre-ignition events occur, the piston may be damaged and the engine may need to be rebuilt or replaced.

CORRECTION

Dealers are to reprogram the Engine Control Module (ECM) with a revised spark control calibration, install spark plugs with a colder heat range (required with the new calibration) and place an update to the spark plug part number information located in the "Maintenance Replacement Parts" found in Section 11 of the Owner Manual. GM will mail the Owner Manual supplement to customers of record.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 program 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 program.

PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
12647827	Spark Plug	4

SERVICE PROCEDURE

1. Make a copy of the appropriate Owner Manual supplement (found at the back of this bulletin) and place it in the vehicle glove box.
2. Remove and replace the spark plugs. Refer to *Spark Plug Replacement* in SI.
3. Reprogram the engine control module (ECM). Refer to *Reprogram ECM* in this bulletin.

Reprogram ECM

Note: Carefully read and follow the instructions below.

- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- 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. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V 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.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- Note the engine oil life remaining percentage.

To reprogram an existing K20 Engine Control Module, perform the following procedure:

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions. Refer to Service Programming System (SPS) documentation in SI for programming instructions.
3. On the SPS Supported Controllers screen, select *K20 Engine Control Module - Programming* and follow the on-screen instructions.
4. Clear DTCs after completing the programming procedure.

Note: If vehicle fails to start during Configuration and Setup, perform the SPS Function Immobilizer Learn and follow the on-screen instructions.

5. Perform the SPS function *K20 Engine Control Module - Configuration & Setup* and follow the on-screen instructions, if available.
6. Clear DTCs after completing the Configuration & Setup procedure.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100970	Replace Spark Plugs and Reprogram ECM with SPS	0.8

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For 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.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2016.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through December 31, 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

January 2015

Dear General Motors Customer:

We have learned that your 2013 model year Cadillac ATS or Chevrolet Malibu equipped with a 2.0L 4 Cylinder Engine may have a condition in which piston damage could occur due to an engine pre-ignition condition. If this condition occurs, the vehicle may perform poorly and oil consumption could increase. A warning light may illuminate indicating an engine misfire. If this repair is not completed before multiple pre-ignition events occur, the piston may be damaged and the engine may need to be rebuilt or replaced.

Your satisfaction with your Cadillac ATS or Chevrolet Malibu is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will reprogram the Engine Control Module (ECM) with a revised spark control calibration and install spark plugs with a colder heat range (required with the new calibration). This service will be performed for you at **no charge until December 31, 2016**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Also, enclosed is an Owner Manual supplement updating the spark plug part number information located in the "Maintenance Replacement Parts" found in Section 11. Please place this supplement in your Owner Manual for future reference.

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

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

Enclosure
GM Program #14591

Supplement (English)

Supplement to the 2013 Cadillac ATS and Chevrolet Malibu Owner Manual

This information replaces the information located under "Maintenance Replacement Parts" found in Section 11 of your owner manual.

Spark Plugs	Part Number
2.0L L4 Engine	12647827

4003719

Supplement (French)

Supplément au Guide du propriétaire ATS de Cadillac et Malibu de Chevrolet 2013

Cette information remplace l'information figurant sous « Pièces de rechange pour entretien » dans le chapitre 11 de votre guide du propriétaire.

Bougies	Numéro de référence
Moteur 2.0L L4	12647827

4014182

GM CUSTOMER CARE AND AFTERSALES
DCS3473
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 10, 2014

Subject: 14591 - Customer Satisfaction Program
Piston Damage Due To Engine Misfire

Models: 2013 Cadillac ATS
2013 Chevrolet Malibu
Equipped with 2.0L 4 Cylinder Engine (LTG)

To: All Cadillac and Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager and Warranty Administrator

General Motors is releasing Customer Satisfaction Program 14591 today. The total number of U.S. vehicles involved is approximately 27,108. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in early January 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated December 10, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available December 15, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES