

GM SERVICE AND PARTS OPERATIONS

DCS2193

URGENT - DISTRIBUTE IMMEDIATELY

Date: November 25, 2008

Subject: 08388 – Noncompliance Recall
Heating, Ventilation, Air Conditioning System Inoperative

Models: 2009 Chevrolet Malibu Hybrid

To: All Chevrolet Dealers

Attention: Service Manager, Parts Manager, and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Noncompliance Recall 08388 today. The number of vehicles involved is 91. Please see the attached bulletin for details.

Mailing Information

Customer notification letters will be mailed on December 17, 2008.

GM Vehicle Inquiry System (GMVIS)

GMVIS information is currently available.

Service Information System (SI)

Bulletin 08388 will be available in SI on November 26, 2008.

Campaign Initiation Detail Report (CIDR)

The CIDR will not be available in DealerWorld until December 10, 2008. Therefore, a VIN List sorted by BAC has been attached for your reference. If your BAC is not on this list, you do not have any involved vehicles.

PLEASE CLICK ON THE MESSAGE ATTACHMENT BELOW
TO VIEW OR PRINT THE BULLETIN AND/OR VIN LIST

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Heating, Ventilation, Air Conditioning System Inoperative

MODELS: 2009 Chevrolet Malibu Hybrid

CONDITION

General Motors has decided that certain 2009 model year Chevrolet Malibu hybrid vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 103, Windshield Defrosting and Defogging System. In these vehicles, the heating, ventilation, and air conditioning (HVAC) system may become inoperative. If this were to occur, the blower would not function properly and the mode selector would remain in the last known setting. If the windshield began to fog or frost, there may not be enough airflow to clear the windshield, resulting in reduced driver visibility and a possible crash without prior warning.

CORRECTION

Dealers are to reprogram the HVAC control head module.

VEHICLES INVOLVED

Involved are **certain** 2009 model year Chevrolet Malibu hybrid vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Chevrolet	Malibu	9F130769	9F159993

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

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 through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US GM and Saturn dealers/retailers - GM DealerWorld Recall Information
- Canadian dealers – GM GlobalConnect Reports

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.

PARTS INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

Do not attempt to order the calibration number from GMSP0. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) or Tech 2[®] scan tool and TIS2WEB with the calibration update. Use **TIS2WEB on or after 11/17/08** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

Service Programming System (SPS)

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 16 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronic 165-PSC charger to maintain proper battery voltage during programming.
2. Reprogram the heating, ventilation, and air conditioning (HVAC) module. Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 2.1 Connect the MDI or Tech 2[®] to the vehicle.

Note: The J2534 MDI is the preferred method, as the MDI will reprogram the module in less time than the Tech 2[®] scan tool.

- 2.2 Select J2534 MDI or J2534 Tech 2[®] Legacy Pass-Thru and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
 - 2.3 Select HVAC Heating, Ventilation, and Air Conditioning from the Supported Controllers screen
 - 2.4 Follow the on-screen instructions.
3. Using the MDI or Tech 2[®], clear all DTCs if required.

COURTESY TRANSPORTATION

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.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours
Reprogram HVAC Control Head Module	N/A	N/A	N/A	MA-96	V2028	0.4
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties	N/A	N/A	N/A	MA-96	*	N/A

* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – For US (US States, Territories, and Possessions)

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 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.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your dealership may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

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

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.



December 2008

Dear General Motors Customer:

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

General Motors has decided that certain 2009 model year Chevrolet Malibu hybrid vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 103, Windshield Defrosting and Defogging System. 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.

I M P O R T A N T

- Your vehicle is involved in recall 08388.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The heating, ventilation, and air conditioning (HVAC) system in your vehicle may become inoperative. If this were to occur, the blower would not function properly and the mode selector would remain in the last known setting. If the windshield began to fog or frost, there may not be enough airflow to clear the windshield, resulting in reduced driver visibility and a possible crash without prior warning.

What will we do?

Your GM dealer will reprogram the HVAC control head module. 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 service correction time of approximately 25 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

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. More information about your vehicle can be found at the Owner Center at www.gmownercenter.com.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
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>.

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
08388