

F/CMVSS Noncompliance Recall

39440 Electronic Brake Control Module Memory Failure



Reference Number: N162039440

Release Date: February 2018

Revision: 02

Revision Description: The Service Procedure and the Warranty Information sections have been revised. Effective immediately, technicians MUST record the Warranty Claim Code on the Job Card. To avoid warranty transaction rejection, this information must be entered when submitting the transaction. If the Same Calibration/Software Warning is noted on the SPS Controller screen, continue with the programming event using SPS to ensure a Warranty Claim Code is displayed on screen. Please discard all copies of bulletin 39440-01.

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.

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	
		From	To
Chevrolet	Malibu	2016	2016

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 certain 2016 Chevrolet Malibu vehicles may not comply with Federal/Canada Motor Vehicle Safety Standard No. 126, "Electronic Stability Control Systems." The memory chip in the electronic brake control module (EBCM) may fail and cause the loss of electronically controlled brake systems, including anti-lock brakes (ABS) and electronic stability control (ESC). If a customer experiences this condition, the driver information center (DIC) will display a message indicating to the driver to service stability control, traction control, or both. In addition, three malfunction indicator lights will be displayed: ABS, ESC, and service brake system. If the EBCM fails, the electronically controlled brake systems—e.g., ABS and ESC—will be inoperative, and the vehicle could be more difficult to control in situations where these brake systems would normally be engaged, which could increase the risk of a crash. This condition does not affect the primary braking system; the service brakes will operate normally.
Correction	Dealers will install a replacement EBCM.

Parts

Quantity	Part Name	Part No.
1	Electronic Brake Control Module	22758235
2	DOT 3 Hydraulic Brake Fluid	19299818 (US) 19299819 (Canada)

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102196*	Electronic Brake Control Module Replacement ADD: For Calipers with Dual Bleeders (RPO J56 or J57)	2.3** 0.1	ZFAT	N/A

* To avoid warranty transaction rejections, the SPS Warranty Claim Code(s) must be entered when submitting this transaction.

** Labor time includes EBCM replacement and bleeding the complete hydraulic brake system.

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Service Procedure

1. Remove the EBCM. Refer to *Electronic Brake Control Module Replacement* in SI.

Action Complete
Electronic Brake Control Module - Programming (K17)
2017-12-06 09:24:13 EST

Warranty Claim Code: 28D47
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):

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Note: If the Same Calibration/Software Warning is noted on the SPS Controller screen, continue with the programming event using SPS to ensure a Warranty Claim Code is displayed on screen. Technicians **MUST** record the Warranty Claim Code (1) on the Job Card. To avoid warranty transaction rejection, this information must be entered when submitting the transaction.

2. Install the new EBCM. Refer to *Electronic Brake Control Module Replacement* in SI.

Dealer Responsibility – For USA

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 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.

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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, Section 6.1.10 – Courtesy Transportation, for 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.



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IMPORTANT SAFETY RECALL

June 2016

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 certain 2016 model year Chevrolet Malibu vehicles fail to conform to Federal Motor Vehicle Safety Standard 126, "Electronic Stability Control Systems." As a result, GM is conducting a 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 recall 39440.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The memory chip in the electronic brake control module (EBCM) may fail and cause the loss of electronically controlled brake systems, including anti-lock brakes (ABS) and electronic stability control (ESC). If the EBCM fails, the electronically controlled brake systems—e.g., ABS and ESC—will be inoperative, and the vehicle could be more difficult to control in situations where these brake systems would normally be engaged, which could increase the risk of a crash. This condition does not affect the primary braking system; the service brakes will operate normally.

What will we do?

Your GM dealer will install a replacement EBCM. 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 two hours and 30 minutes.

What should you do?

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

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.

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 16V272.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

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