

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5129
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 6, 2019

Subject: Upcoming Safety Recall N192221960
ECM Malfunction

Models: 2018 Chevrolet Malibu
Equipped with Engine-Gas, 4 CYL, L4, 1.5L (RPO LVF)

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2018 model year Chevrolet Malibu vehicles. The GM recall number is N192221960.

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 until the defect is remedied.

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.

Updated software is not currently available, but when software is available, dealers are to reprogram the engine control module to correct the error.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall on September 06, 2019. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS