

Frequently Asked Questions (FAQs) for Safety Recall N192221960 ECM Malfunction

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2018 model year Chevrolet Malibu vehicles equipped with 1.5L Turbo engines.

Q2) What is the issue or condition?

A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) In most cases, the engine will not start. The vehicle's check engine light may illuminate when this condition occurs.

Q4) What is the remedy/repair?

A4) Dealers will reprogram the ECM software to correct the error.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) In rare cases this condition can cause the engine to stall at speed and without warning, increasing the risk of a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this software update will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.