Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: **Sensing and Diagnostic Module Reprogram**

MODELS: **2013 Chevrolet Malibu**
Equipped with eAssist

THIS PROGRAM IS IN EFFECT UNTIL APRIL 30, 2014.

CONDITION

On **certain** 2013 model year Chevrolet Malibu vehicles, equipped with eAssist, the Sensing and Diagnostic Module (SDM) may reset itself following a hard braking event on some road surfaces. This reset will cause the airbag light to illuminate for up to 3 seconds. If this were to occur during an extremely aggressive turning maneuver, and a potential vehicle rollover event was sensed immediately after the reset, there would be a risk of an unintended roof rail airbag deployment. There also exists an extremely remote risk that the airbag and/or pretensioner would not deploy if a crash were to occur during the 3 second reset interval.

CORRECTION

Dealers are to reprogram the SDM.

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 dealers through the GM GlobalConnect Recall Reports. 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

No parts are required for this program.

SERVICE PROCEDURE

SDM Programming Instructions

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. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 4/10/12** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

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 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.

2. Reprogram the inflatable restraint and sensing diagnostic module (SDM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.

    2.1 Connect the MDI to the vehicle.

    2.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.

Note: After programming the SDM, a SDM setup is required. Refer to *Inflatable Restraint Sensing and Diagnostic Module Programming and Setup* in SI.

    2.3 Select *SDM Inflatable Restraint Sensing and Diagnostic Module -- Programming* from the Supported Controllers screen.

Note: While programming the SDM, one of the following pop-up screens may be displayed, or one of the following events may occur:

- "Unknown Reprogramming Error!" message.

- "Reprogramming Error! Check all Connections and Reset Programming Interface" message.

- "You are Attempting to Reprogram with the Same Calibration" and programming will not complete after retrying.

- Programming event was interrupted and programming will not complete after retrying.

If any of the above situations occur and you can't complete the programming event, perform the following steps:

1. Proceed back to Supported Controllers screen and select SDM Inflatable Restraint Sensing and Diagnostic Module – Programming. DO NOT use "Proceed with Same VIN.".

2. Select Next until the Summary screen is reached. Compare Current part numbers to the Selected part numbers.

    - If the part numbers are the same between the two, proceed to Step 2.6.

3. Using the GDS2 scan tool, build the vehicle and proceed to the "Identification Information" screen using the following path: Module Diagnostics / Inflatable Restraint Sensing and Diagnostic Module / Identification Information.

4. Note the value for parameter name "Software Module 1 Identifier".

    - If the value is greater than 0 for the parameter replace the SDM. Refer to Inflatable Restraint Sensing and Diagnostic Module Replacement in SI. Print the Identification Information screen and retain it with the Repair Order (RO).

    - If the value for this parameter is 0 attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). DO NOT Use "Proceed with Same VIN" to return to return to Supported Controllers screen.

    2.4   Follow the on-screen instructions.

    2.5   At the Programming Complete screen select Proceed with same VIN.

    2.6   Select SDM Inflatable Restraint Sensing and Diagnostic Module -- Setup from the Supported Controllers screen.

Note: To perform Setup, the vehicle needs to be cycled in and out of RUN mode (Ignition ON). If not in RUN mode, when required, the Setup procedure will not complete.

    2.7   Follow the on-screen instructions.

3. Clear all diagnostic trouble codes (DTCs).

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.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2568	Reprogram SDM	0.4
V2569	Close Customer Satisfaction Program - SDM Replaced (repair submitted under normal warranty)	0.1

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle.

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 April 30, 2014.

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. 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 April 30, 2014, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

We Support Voluntary Technician Certification