



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory Vehicles Only  
Loss of Battery Charge – Inspect Generator Control Module  
Expires October 31, 2013

**MODELS:** 2012 Buick Regal  
2012-2013 Buick LaCrosse  
2013 Chevrolet Malibu Eco  
Equipped with eAssist

**This service update involves vehicles in dealer inventory only and will expire October 31, 2013.**

### PURPOSE

This bulletin provides a service procedure to inspect and replace, if necessary, the Generator Control Module (GCM) on **certain** 2012 model year Buick Regal, 2012-2013 model year Buick LaCrosse, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. The GCM may not function properly, resulting in the gradual loss of battery charge, illumination of the MIL, and eventual engine stall or no start condition.

**This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than October 31, 2013, at which time this bulletin will expire.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
12635717*	MODULE, GEN CONT	1 (If Req'd)

\* Approximately 3% of vehicles will require replacement of the Generator Control Module.

SERVICE PROCEDURE

**Note:** Perform the Generator Control Module inspection to determine if the Generator Control Module requires replacement. The inspection will take about 3 hours to complete.

If module replacement is required, the parts, diagnostic time, and repair time is to be submitted using the normal warranty labor code. Submit for the inspection using the labor code contained in this bulletin.

1. Start engine and confirm the vehicle has enough fuel for the drive cycle and 2 hour idle test. A quarter-tank of fuel is required to complete the test. Add fuel as required.
2. If the Service Hybrid System DIC message is displayed at any time, follow service instructions in SI for the particular DTC or tell tale that is set.
3. Change the driver information center to show Power Flow Display or use center console display.
4. Set parking brake and place shifter in Neutral position. Increase engine speed to 2,000 RPM.
5. Run in this mode until battery shown in Power Flow Display is completely filled.
6. Shift back to Park and release parking brake.
7. Turn on 12V loads.
  - Head lamps on with high beams
  - Air conditioning set to 78 °F (25 °C), Eco mode (green snowflake LED), recirc., BiLevel (foot / floor -- do not want Defrost enabled)
  - Cabin blower to high speed
  - Radio on
  - Heated seats, if equipped
  - Rear defog, it will time out, no need to reinitiate
8. Allow vehicle to idle for approximately 15 minutes.
9. Perform drive cycle maintaining high 12V loads and air conditioning settings specified in Step 7.

10. The drive cycle should contain the following maneuvers.
- Perform at least 10 moderate to heavy accelerations followed by, brake regen events, with 15% brake apply (light to moderate). Perform these tasks from a vehicle speed of greater than 30 mph down to at least 5mph.
  - Perform at least 3 key off / key on cycles with a 2 minute off time, spread out throughout drive cycle. Note: you will need to turn high beams and heated seats back on after each key cycle.
11. Return vehicle to garage. Set parking brake and place shifter in Neutral and operate engine at 2,000 RPM until hybrid battery display shows full.
12. Place shifter in Park, release parking brake, and allow vehicle to idle for 2 hours with the following 12V loads on:
- Head lamps with high beams
  - Cabin blower on highest setting
  - Air conditioning set to 78 deg. F, Eco mode (green snowflake LED), recirc., Bi Level (foot / floor -- do not want Defrost enabled)
  - Heated seats on high
  - Windows up
  - Radio on
  - 4 way flashers on
  - Dome lights on
13. Turn off engine and all 12 V loads, headlamps, dome lamps, and hazard lamps. Wait 2 minutes, then restart engine.
14. If the Service Hybrid System DIC message is displayed at any time, follow service instructions in SI for the particular DTC or tell tale that is set.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2675	Generator Control Module Performance Inspection*	3.0	**

\* Parts, diagnostic time, and repair time, if required, due to DTCs found during the inspection are to be submitted using normal warranty labor codes.

\*\* Submit the cost of ¼ tank (15 litres) of gasoline in the Net Item field, not to exceed \$16.00 USD, \$24.00 CAD.

## DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than October 31, 2013.



G-148851

GM CUSTOMER CARE AND AFTERSALES  
DCS2831  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 19, 2012

Subject: 12238 – Service Update Bulletin – Inventory Vehicles Only  
Loss of Battery Charge – Inspect Generator Control Module

Models: 2012 Buick Regal, 2012-13 Buick LaCrosse, 2013 Chevrolet Malibu Eco  
Equipped with eAssist

To: All Buick and Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is announcing Service Update Bulletin 12238 today. The total number of U.S. vehicles involved is approximately 6,300. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated October 20, 2012. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VINs are available in IVH.

**Service Update Bulletin (SUB) Information Link**

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES