



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Intermittent Service Charging System Message/ Battery MIL DTC P0621

**Models:** 2014 - 2015 Chevrolet Malibu  
2015 Chevrolet Impala  
Equipped with 2.5L Engine (RPO LKW and KL9)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

A customer may indicate an intermittent "Service Charging System" message on the DIC and/or a Battery MIL. Condition may have been noticed during an auto stop event.

### Recommendation/Instructions

**Important:** Do NOT replace any components for this issue. Follow normal diagnostics if fault is current. Please assure the customer this concern will not cause a no crank / dead battery or no start.

At this time, if this concern is intermittent this can NOT be corrected. Engineering is aware of the concern. Do NOT attempt to correct this concern or make any repair attempts. This PI will be updated when a correction is available.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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