



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Incorrect Engine Wiring Harness Fuse Block Bracket

**MODELS:** 2016 Chevrolet Malibu  
Equipped with 2.5L Ecotec Engine (RPO LCV)

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THIS PROGRAM IS IN EFFECT UNTIL September 30, 2017  
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### CONDITION

**Certain** 2016 model year Chevrolet Malibu vehicles equipped with a 2.5L Ecotec engine (RPO LCV), may have been built with an incorrect engine-wiring harness fuse-block bracket. If the incorrect bracket was installed, the underhood-electrical center generator-bus bar could contact the left-front shock tower during a crash, or contact a tool when the vehicle is being serviced. Such contact could cause a short circuit in the underhood-electrical center, which could disable certain interior courtesy lamps.

### CORRECTION

Dealers are to replace the engine wiring harness fuse block bracket.

### 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 US and Canadian 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**

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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.

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
13253551	BRACKET, ENG WRG HARN FUSE BLK	1

**SERVICE PROCEDURE**

Replace the engine wiring harness fuse block bracket. Refer to *Front Compartment Fuse Block Replacement* in SI.

**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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9101694	Front Compartment Fuse Block Housing Replacement	0.5	N/A

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

**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 September 30, 2017.

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 September 30, 2017 you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



September 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Malibu may have been built with an incorrect engine-wiring harness fuse-block bracket. If the incorrect bracket was installed, the underhood-electrical center generator-bus bar could contact the left-front shock tower during a crash, or contact a tool when the vehicle is being serviced. Such contact could cause a short circuit in the underhood-electrical center, which could disable certain interior courtesy lamps.

Your satisfaction with your Chevrolet Malibu is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the engine wiring harness fuse block bracket. This service will be performed for you at **no charge until September 30, 2017**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Malibu provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3761  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 3, 2015

Subject: 15611 - Customer Satisfaction Program  
Incorrect Engine Wiring Harness Fuse Block Bracket

Models: 2016 Chevrolet Malibu Equipped with 2.5L Ecotec Engine  
(RPO LCV)

To: All 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 releasing Customer Satisfaction Program 15611 today. The total number of U.S. vehicles involved is approximately 600. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on September 10, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated September 3, 2015. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available September 3, 2015.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES