

# Service Update

## 43880 Battery Monitor Module Timer



**Reference Number:** N162043880  
**GWM Number:** 2043880  
**Revision Description:** This bulletin has been revised to update the correction statement, add a new labor code to the warranty information section, and add a note to the service procedure section. Please discard all copies of bulletin 43880.

**Release Date:** June 2016

**Revision:** 01

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS, CT6, CTS	2016	2016	KL9	Start/Stop Engine Control Option
Chevrolet	Malibu	2016	2016	KL9	Start/Stop Engine Control Option

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	On some 2016 model year Cadillac ATS, CT6, CTS, and Chevrolet Malibu vehicles equipped with a start/stop engine control option (RPO KL9), the system level interactions related to the transition of run/crank and accessory inputs to the engine control module (ECM) during a crank event are compromised. This results in communication issues between the ECM and the intelligent battery sensor. The check engine light will illuminate and the stop/start system is suspended while the fault is active, resulting in degraded fuel economy.
<b>Correction</b>	Inspect the ECM calibration version, and reprogram the ECM software calibration to the latest version as necessary.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9102325	Inspect Only – ECM already updated	0.2	ZFAT
9102307	Engine Control Module Reprogramming with SPS	0.3	ZFAT
	ADD: To Relearn OAT Sensor (ATS and CTS Only)*	0.2	

\* The 0.2 add time is to compensate for the duration of the 4 minute drive above 32 km/h (20 mph) to ensure the OAT is at the appropriate value prior to returning the vehicle to the customer.

### Service Procedure

**Note:** If you are attempting to reprogram the ECM for this bulletin, and get the warning you are attempting to program with the same calibrations, this vehicle already has the latest calibrations. Stop the programming process at this point. Then please submit the warranty claim and make sure to close the open repair in IVH for this VIN.

**Note:** Carefully read and follow the instructions below.

- 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. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system

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voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.

- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
  - During the programming procedure, follow the SPS prompts for the correct ignition switch position.
  - Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
1. Install *EL-49642* SPS programming support tool.
  2. Access the Service Programming System (SPS) and follow the on-screen instructions.
  3. Perform the SPS function K20 Engine Control Module – Programming and follow the on-screen instructions.
  4. Clear DTCs after completing the Programming procedure.

**Note:** If the vehicle fails to start during Setup, perform the SPS Function Immobilizer Learn and follow the on-screen instructions.

5. Perform the SPS function Engine Control Module - Setup and follow the on-screen instructions, if available.
6. Clear DTCs after completing the Setup procedure.
7. Disconnect *EL-49642* SPS programming support tool.

**Note:** The system has lost the Outside Air Temperature (OAT) value and it must be relearned after reprogramming the ECM (ATS and CTS only).

8. To relearn the OAT, the vehicle must be driven above 32 km/h (20 mph) for 4 minutes. The OAT reading should then agree with the ambient temperature.

**Note:** If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4063  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 9, 2016

Subject: 43880-01 – Service Update  
Battery Monitor Module Timer  
Revised Correction, Warranty Information, Service Procedure

Models: 2016 Cadillac ATS, CT6, CTS  
2016 Chevrolet Malibu  
Equipped with Start/Stop Engine Control Option (RPO KL9)

To: All Cadillac and Chevrolet Dealers

This bulletin has been revised to update the correction statement, add a new labor code to the warranty information section, and add a note to the service procedure section. Please discard all copies of bulletin 43880.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

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**GWM Number:** 2043880

**Release Date:** June 2016  
**Revision:** 00

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Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS, CT6, CTS	2016	2016	KL9	Start/Stop Engine Control Option
Chevrolet	Malibu	2016	2016	KL9	Start/Stop Engine Control Option

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	On some 2016 model year Cadillac ATS, CT6, CTS, and Chevrolet Malibu vehicles equipped with a start/stop engine control option (RPO KL9), the system level interactions related to the transition of run/crank and accessory inputs to the engine control module (ECM) during a crank event are compromised. This results in communication issues between the ECM and the intelligent battery sensor. The check engine light will illuminate and the stop/start system is suspended while the fault is active, resulting in degraded fuel economy.
<b>Correction</b>	Reprogram the engine control module.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9102307	Engine Control Module Reprogramming with SPS ADD: To Relearn OAT Sensor (ATS and CTS Only)*	0.3 0.2	ZFAT

\* The 0.2 add time is to compensate for the duration of the 4 minute drive above 32 km/h (20 mph) to ensure the OAT is at the appropriate value prior to returning the vehicle to the customer.

### Service Procedure

**Note:** Carefully read and follow the instructions below.

- 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. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

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2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. Perform the SPS function K20 Engine Control Module – Programming and follow the on-screen instructions.
4. Clear DTCs after completing the Programming procedure.

**Note:** If the vehicle fails to start during Setup, perform the SPS Function Immobilizer Learn and follow the on-screen instructions.

5. Perform the SPS function Engine Control Module - Setup and follow the on-screen instructions, if available.
6. Clear DTCs after completing the Setup procedure.
7. Disconnect *EL-49642* SPS programming support tool.

**Note:** The system has lost the Outside Air Temperature (OAT) value and it must be relearned after reprogramming the ECM (ATS and CTS only).

8. To relearn the OAT, the vehicle must be driven above 32 km/h (20 mph) for 4 minutes. The OAT reading should then agree with the ambient temperature.

**Note:** If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4059  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 2, 2016

Subject: 43880 - Service Update  
Battery Monitor Module Timer

Models: 2016 Cadillac ATS, CT6, CTS  
2016 Chevrolet Malibu  
Equipped with Start/Stop Engine Control Option (RPO KL9)

To: All Cadillac and Chevrolet Dealers

General Motors is releasing Service Update 43880 today. The total number of U.S. vehicles involved is approximately 77,000. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 3, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS