

Service Update

43940 Brake Transmission Shift Interlock (BTSI) - Transmission Won't Shift Out of Park



Reference Number: N16204394
GWM Number: 2043940

Release Date: June 2016
Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire June 30, 2017.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2016	2016		
Chevrolet	Volt	2016	2017		

This service update should be performed on vehicles in dealer inventory only. 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.

Condition	Certain 2016 model year Chevrolet Malibu and 2016-2017 Chevrolet Volt vehicles may have a condition where a burr may be present on the spring end which is part of the shifter assembly. This may result in an intermittent condition where the vehicle will not shift out of "Park."
Correction	Inspect and replace the shifter assembly if required.

Part Information

Quantity	Part Name	Part No.
1	CONTROL, A/TRNS (W/O BASE)	13509999
1	CONTROL, A/TRNS (W/O BASE)	13510000
1	CONTROL, A/TRNS (W/O BASE)	13509998

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which (part name) to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102296	Inspect Brake Transmission Shift Interlock Function	0.2	ZFAT	N/A
	ADD: Replace Automatic Transmission Control - Malibu	0.8	ZFAT	N/A
	ADD: Replace Automatic Transmission Control - Volt	1.1	ZFAT	N/A

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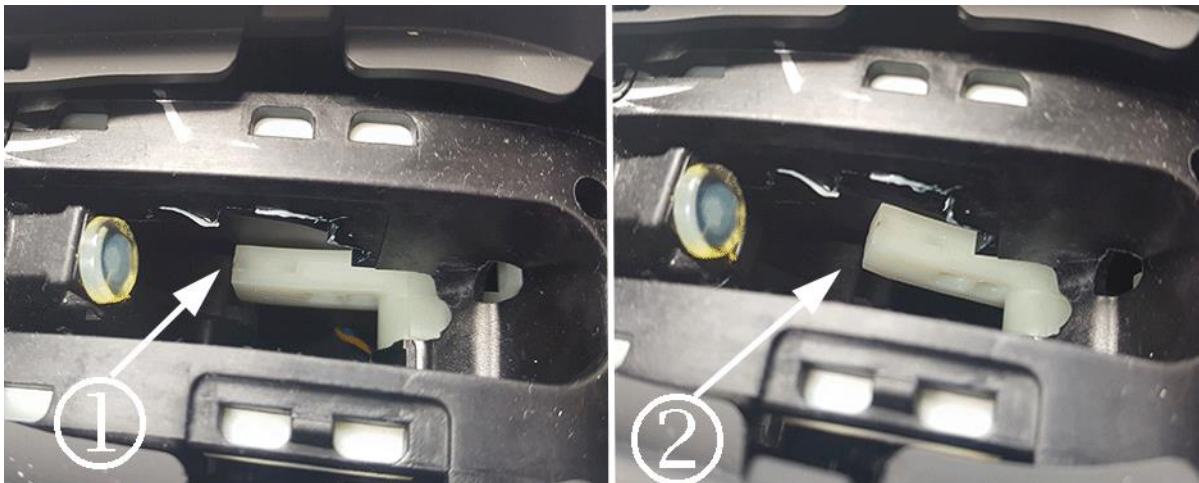
Service Procedure

1. Inspect the function of the brake transmission shift interlock (BTSI).



Caution: Use **ONLY** a plastic trim tool to remove the bezel to prevent damage.

2. Using a plastic trim tool, remove the front floor console transmission shift opening bezel ((1) Malibu (2) Volt) and pull up the shift boot to gain access to the BTSI.



3. With the ignition on, check the function of the BTSI by pressing down and releasing the brake pedal multiple times. The BTSI should travel from resting (1) to fully open (2).
 - If the BTSI functions properly, no further action is required.
 - If the BTSI binds or does not travel fully, continue to step 4.
4. Remove the transmission control. Refer to *Transmission Control Replacement (Without Base)* in SI.
5. Install the transmission control. Refer to *Transmission Control Replacement (Without Base)* in SI.

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Dealer 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 June 30, 2017.

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
DCS4086
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 24, 2016

Subject: 43940 - Service Update
Brake Transmission Shift Interlock (BTSI)
Transmission Won't Shift Out of Park

Models: 2016 Chevrolet Malibu
2016-2017 Chevrolet Volt

To: All Chevrolet Dealers

General Motors is releasing Service Update 43940 today. The total number of U.S. vehicles involved is approximately 26,174. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated later today June 24, 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