

# Special Coverage Adjustment

## 25160 Reduced Engine Power Message and Hesitation or Stall



**Reference Number:** N152025160  
**GWM Number:** 2025160  
**Revision Description:** This bulletin was revised to update the expiration date for reimbursement. Please discard all previous copies of bulletin 25160.

**Release Date:** September 2016  
**Revision:** 01

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2013	2013	LUV	Engine, 1.4L Turbo
				MH8 MH9 MHB	Transmission, Auto 6-speed
Chevrolet	Sonic				
	Trax				

Involved vehicles are identified on the Applicable Warranties section 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>	Some 2013 model year Buick Encore, Chevrolet Sonic and Trax vehicles, equipped with a 1.4L turbo engine and 6-speed automatic transmission, may have a condition in which the vehicle may hesitate and go into reduced engine power mode; i.e. driver information center message "ENGINE POWER IS REDUCED," malfunction indicator lamp, and reduced acceleration while driving. In infrequent occasions, while in reduced engine power mode, the vehicle may sometimes stall. If a stall were to occur steering and braking systems will still function, but may require increased effort.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 6 years or 100,000 miles (160,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 15, 2016, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to September 15, 2016, must be submitted to the Service Contract provider.</p>
<b>Correction</b>	Dealers are to reprogram the engine control module (ECM) and transmission control module (TCM). The repairs will be made at no charge to the customer.

### Parts

No parts are required for this procedure.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900367	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900368	Reprogram the Engine Control and Transmission Control Modules Add: Diagnostic Time	0.6 0.1-0.3		
9900369	Customer Reimbursement Approved	0.2		*
9900370	Customer Reimbursement Denied – For USA dealers only	0.1		N/A

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

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### 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.
- 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.
- Prior to programming, record the engine oil life percentage remaining.

**NOTE:** In some cases, the TCM and ECM may have to be reprogrammed. When a selection for TCM Transmission Control Module – Programming is not available, select SEQ Programming Sequence ECM/TCM (Automatic Transmission Only).

1. Reprogram K20 the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.
2. Reprogram the Transmission Control Module. Refer to *Control Solenoid Valve and Transmission Control Module Assembly Programming and Setup (6T30/6T40/6T45/6T50)* in SI.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

### Customer Notification

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

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by October 31, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.



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September 2016

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

Dear General Motors Customer:

As the owner of a 2013 model year Encore, Sonic or Trax, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2013 model year Buick Encore, Chevrolet Sonic or Trax vehicles, equipped with a 1.4L turbo engine and 6-speed automatic transmission, may have a condition in which the vehicle may hesitate and go into reduced engine power mode; i.e. driver information center message "ENGINE POWER IS REDUCED," malfunction indicator lamp, and reduced acceleration while driving. In infrequent occasions, while in reduced engine power mode, the vehicle may sometimes stall. If a stall were to occur steering and braking systems will still function, but may require increased effort.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2013 model year Encore, Sonic or Trax within 6 years of the date your vehicle was originally placed in service or 100,000 miles (160,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2017, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

Enclosure  
25160

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4194  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 15, 2016

Subject: 25160 01 - Special Coverage  
Reduced Engine Power Message and Hesitation or Stall  
Revised Customer Reimbursement expiration dates

Models: 2013 Buick Encore  
2013 Chevrolet Sonic, Trax  
Equipped with 1.4L turbo engine (RPO LUV) and 6-speed automatic  
transmission (RPO MH8, MH9, or MHB)

To: All Buick and Chevrolet Dealers

General Motors is releasing Special Coverage 25160 01 today. The total number of U.S. vehicles involved is approximately 46,717.

Special Coverage 25160 was previously released on August 5, 2016, but due to an anomaly in the software resulting in failed programming of the engine control module (ECM), a temporary suspension had to be implemented on August 8. The anomaly has now been corrected. Please see the attached bulletin for details.

This bulletin was revised to update the expiration date for reimbursement. Please discard all previous copies of bulletin 25160.

**Customer Letter Mailing**

The customer letter mailing will begin on September 27, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 15, 2016.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS