



Bulletin No.: 24210
Date: April 2016

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Electronic Brake Control System Debris

MODELS: 2016 Chevrolet Malibu Limited

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THIS PROGRAM IS IN EFFECT UNTIL MAY 31, 2018
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CONDITION

Certain 2016 model year Chevrolet Malibu Limited model vehicles may have a condition in which the brake pressure modulator valve contains debris from manufacturing processes. If the brake pressure modulator valve contains debris, this could allow inadequate brake torque at the wheels during traction control events or may reduce braking performance.

CORRECTION

Dealers are to replace the electronic brake and traction control module with brake pressure modulator valve assembly.

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 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 recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). 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. A quantity limiter may be in effect.

Note: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Part Number	Description	Quantity/Vehicle
22757652	Electronic Brake and Traction Control Module with Brake Pressure Modulator Valve	1
19299818	DOT 3 Hydraulic Brake Fluid	2

SERVICE PROCEDURE

1. Remove the Electronic Brake and Traction Control Module with Brake Pressure Modulator Valve. Refer to *Electronic Brake and Traction Control Module with Brake Pressure Modulator Valve Replacement* in SI.
2. Install the new Electronic Brake and Traction Control Module with Brake Pressure Modulator Valve. Refer to *Electronic Brake and Traction Control Module with Brake Pressure Modulator Valve 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.

Labor Code	Description	Labor Time
9102135	Electronic Brake and Traction Control Module with Brake Pressure Modulator Valve	2.3*
	Add: For Calipers with Dual Bleeders (RPO J56 or J57)	0.1

* Labor time includes bleeding the brake system, programming the EBCM, calibrating the brake pedal position sensor, and centering the steering angle sensor.

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 new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through May 31, 2018.

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 May 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



May 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Malibu Limited may have been built with a brake pressure modulator valve that contains debris from manufacturing processes. If the brake pressure modulator valve contains debris, this could allow inadequate brake torque at the wheels during traction control events or may reduce braking performance.

Your satisfaction with your Chevrolet Malibu Limited is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will replace the electronic brake and traction control module with brake pressure modulator valve assembly. This service will be performed for you at **no charge until May 31, 2018**. 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	1-800-630-2438	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 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 Limited provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience



24210 – Customer Satisfaction – Electronic Brake Control System Debris
Updated Date: Apr 29, 2016 9:50 ET

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4014
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 29, 2016

Subject: 24210 - Customer Satisfaction Program
Electronic Brake Control System Debris

Models: 2016 Chevrolet Malibu Limited

To: All Chevrolet Dealers

General Motors is releasing Customer Satisfaction Program 24210 today. The total number of U.S. vehicles involved is 40. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 11, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May 1, 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



[24210 Bulletin.pdf](#)



[24210 US VIN List.xlsx](#)

About this Alert

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