



Service Bulletin

Bulletin No.: 19-NA-014

Date: January, 2019

TECHNICAL

Subject: False Trunk Ajar Message Displayed in Driver Information Center (DIC)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Malibu	2019	2019			All	All

Involved Region or Country	North America and N.A. Export Regions
Condition	Some customers may comment on an intermittent message shown on DIC stating; "Trunk Ajar." The trunk is actually not open in this condition.
Cause	There may be an error present in the software that was not fixed by an Over-the-Air (OTA) update. Either the OTA update failed or was declined by the customer.
Correction	An OTA Update will occur remotely through in-vehicle prompts from the radio display. However, some customers may decline the vehicle update or the update may be unsuccessful. Customers will need the dealer to reprogram the <i>Serial Data Gateway Module</i> .

Service Procedure

Note: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. 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.

If the vehicle OTA Update fails or customer declines the vehicle update, refer to the *Serial Data Gateway Module Reprogramming* in SI.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
9104164	Serial Data Gateway Module Reprogramming with SPS	Use Published Labor Operation Time

Version	1
Modified	Released January 25, 2019

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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