



Service Bulletin

Bulletin No.: 19-NA-058

Date: September, 2019

TECHNICAL

Subject: Hesitation or Low Power Due to False Knock Detection and/or Malfunction Indicator Lamp (MIL) Illuminated, DTC P2096 / P2097 Set

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Malibu	2019	2019	SOP	KF187950	1.5L (LFV)	All

Involved Region or Country	North America, Israel
Condition	Some customers may comment that there is a hesitation / low power condition and/or MIL is illuminated with P2096 or P2097 set.
Cause	The cause of the condition may be a software anomaly.
Correction	If you encounter a vehicle with the above condition, reprogram the Engine Control Module (ECM) with the latest available software.

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 reprogramming the ECM, refer to *K20 Engine Control Module: Programming and Setup* in SI.

Parts Information

No parts are required for this repair.

Warranty Information

Important: Warranty coverage code E2 applies for this module programming event. ECM reprogramming is covered for 8 years/80,000 miles (U.S.) or 8 years/130,000 km (Canada).

For vehicles repaired under the Emission coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2886198*	Engine Control Module Reprogramming with SPS	0.3 hr
Add	Test Drive to Verify Condition	0.2 hr

*This is a unique Labor Operation for Bulletin use only.

*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	3
Modified	Released March 19, 2019 May 21, 2019 – Added a VIN Breakpoint and added Warranty Claim Code information. September 17, 2019 – Updated the Involved Region or Country section and added an Important statement and Add condition in the Warranty Information.

