



# Service Bulletin

Bulletin No.: 19-NA-185

Date: December, 2019

## TECHNICAL

**Subject:** Steering Wheel Shimmy/Shaking

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Malibu	2016	2020			All	All

<b>Involved Region or Country</b>	United States, Canada, Mexico, Israel, Palestine
<b>Condition</b>	Some customers may comment that if they release their hands from the steering wheel at around 61-64 km/h (38-40 mph), a shimmy/shaking can occur.
<b>Cause</b>	Engineering is currently working on a solution for 2016-2018 Malibu. New software calibrations are available for 2019-2020 Model Years.
<b>Correction</b>	<p><b>Note:</b> Explain to the customer that they should have at least one hand on the steering wheel at all times.</p> <p><b>Specific to 2019 and 2020 Model Years ONLY,</b> reprogram the Power Steering Control Module. Refer to <i>K43 Power Steering Control Module: Programming and Setup</i> in SI.</p> <p><b>Specific to 2016, 2017 and 2018 Model Years ONLY,</b> test drive the vehicle to validate the condition. This condition does not affect the vehicle.</p>

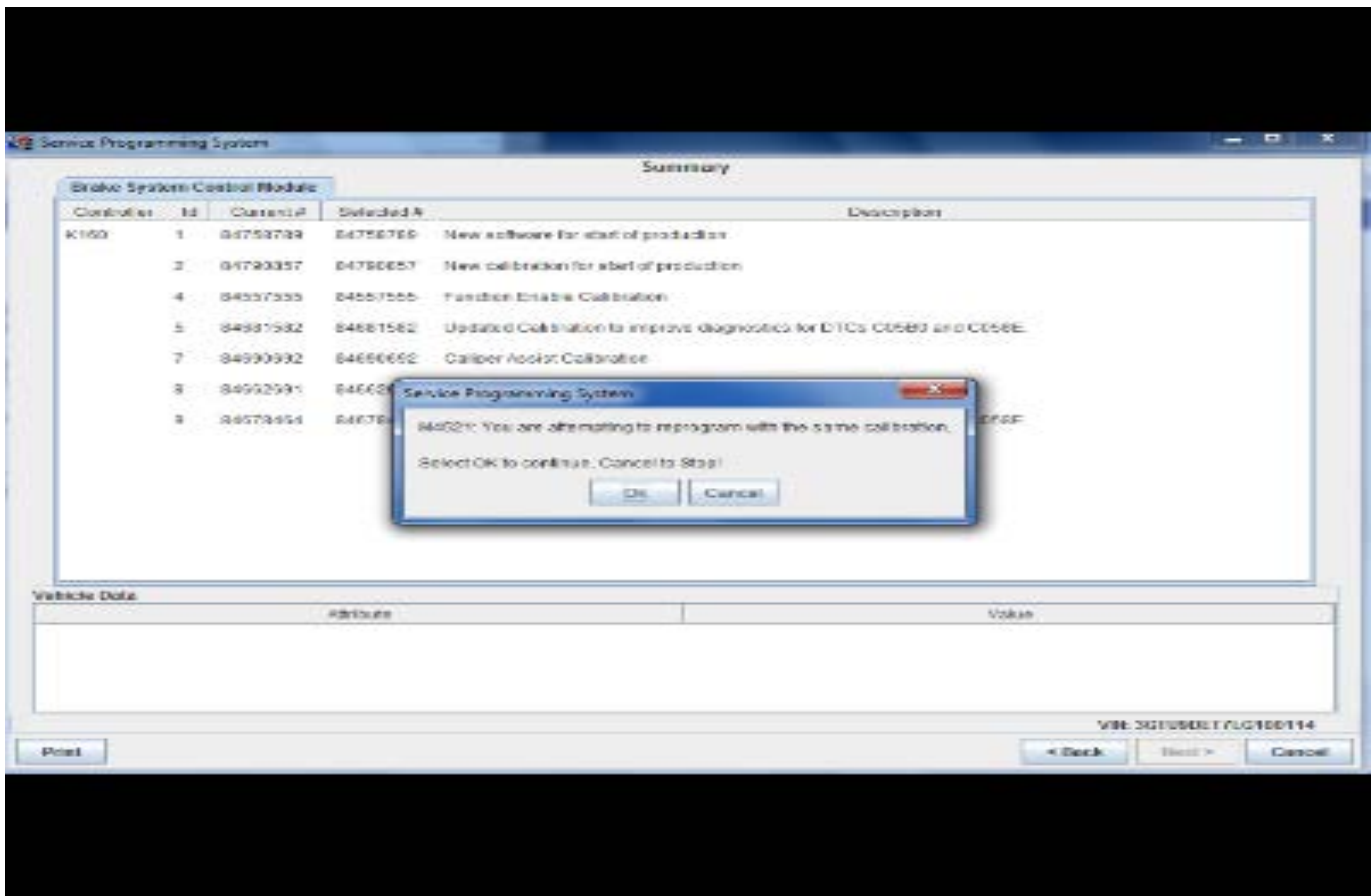
### Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Note:** Carefully read and follow the instructions below.

- 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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

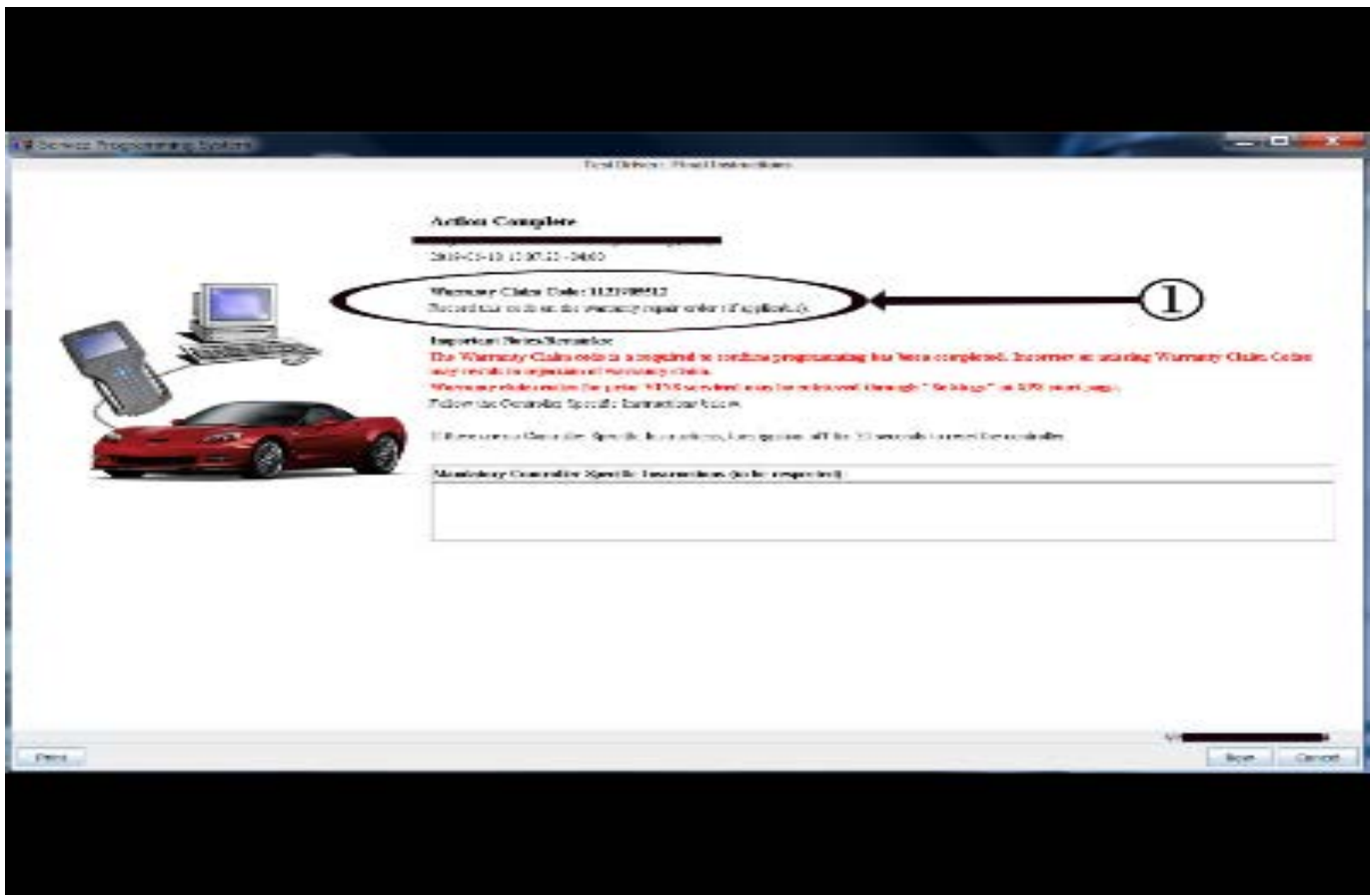
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



**Note:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Power Steering Control Module. Refer to *K43 Power Steering Control Module: Programming and Setup* in SI.

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**Note:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8080538*	Vehicle Test Drive and Validation of Steering Wheel Shimmy/Shake for 2016-2018 Model Years	0.3 hr
2886538**	Power Steering Control Module Reprogramming with SPS for 2019 and 2020 Model Years	0.3 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.

<b>Version</b>	3
<b>Modified</b>	Released August 20, 2019 October 14, 2019 – Updated the Involved Region or Country, Cause, Correction sections and added Warranty Information. December 02, 2019 – Updated the Cause and Correction sections, added a Service Procedure and added Warranty Information.

