

# Customer Satisfaction Program

## N192259800 Drive Motor Power Inverter Module Failures



Release Date: December 2019

Revision: 00

**Attention:** This program is in effect until December 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2019	2019		
Chevrolet	Volt	2018	2019		

Involved vehicles are marked “open” on the Investigate Vehicle History screen 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>	Certain 2019 model year Chevrolet Malibu and 2018 and 2019 model year Chevrolet Volt vehicles, may have a condition in which the drive motor power inverter module is susceptible to a thermal over-stress failure. If this condition happens, the vehicle may have a no-start condition or a stall without the ability to restart.
<b>Correction</b>	Dealers are to replace and reprogram the drive motor power inverter module.

### Parts

Quantity	Part Name	Part No.
1	MODULE, DRIVE MOTOR GENERATOR POWER INVERTER	24291216
1	SEAL, DRV MOT PWR INV MDL FLUID	24268185
1	COOLANT, ENGINE DEXCOOL 50/50 PREMIX ACDELCO	12378390 (US) 10953456 (Canada)

It is estimated that only 10 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. **Parts may have quantity limiters in effect.**

**Note:** The Coolants – 12378390 (US), is sold in a package quantity of 24 and 10953456 (CA) a package quantity of 6 and may already be available in your dealer inventory.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104683	Drive Motor Generator Power Inverter Module Replacement: Malibu (Includes Coolant Fill) Volt (Includes Coolant Fill)	2.8 4.8	ZFAT	N/A

### Service Procedure

Replace the drive motor generator power inverter module. Refer to *Drive Motor Generator Power Inverter Module Replacement* in SI.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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 December 31, 2021. 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

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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 December 31, 2021, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. 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.

### 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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

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December 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Malibu or 2018 – 2019 model year Chevrolet Volt may have a condition in which the drive motor power inverter module is susceptible to a thermal over-stress failure. If this condition happens, the vehicle may have a no-start condition or a stall without the ability to restart.

Your satisfaction with your Chevrolet Malibu or Chevrolet Volt is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace and reprogram the drive motor power inverter module. This service will be performed for you at **no charge until December 31, 2021**. 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	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

N192259800

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5251  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 5, 2019

Subject: N192259800 - Customer Satisfaction Program  
Drive Motor Power Inverter Module Failures

Models: 2019 Chevrolet Malibu  
2018 – 2019 Chevrolet Volt

To: BAC 265095 Capitol Chevrolet

General Motors is releasing Customer Satisfaction Program N192259800 today. The total number of U.S. vehicles involved is approximately 8. There is one unit that may be in stock at your dealership. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on December 19, 2019.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 5, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS