



Service Bulletin

Bulletin No.: 16-NA-303

Date: September, 2020

TECHNICAL

Subject: Radio Display Blank, Instrument Cluster Gauges Inoperative and/or Steering Stiff

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Malibu	2013	2016	—	—	—	—
Holden	Malibu	2013	2015	—	—	—	—

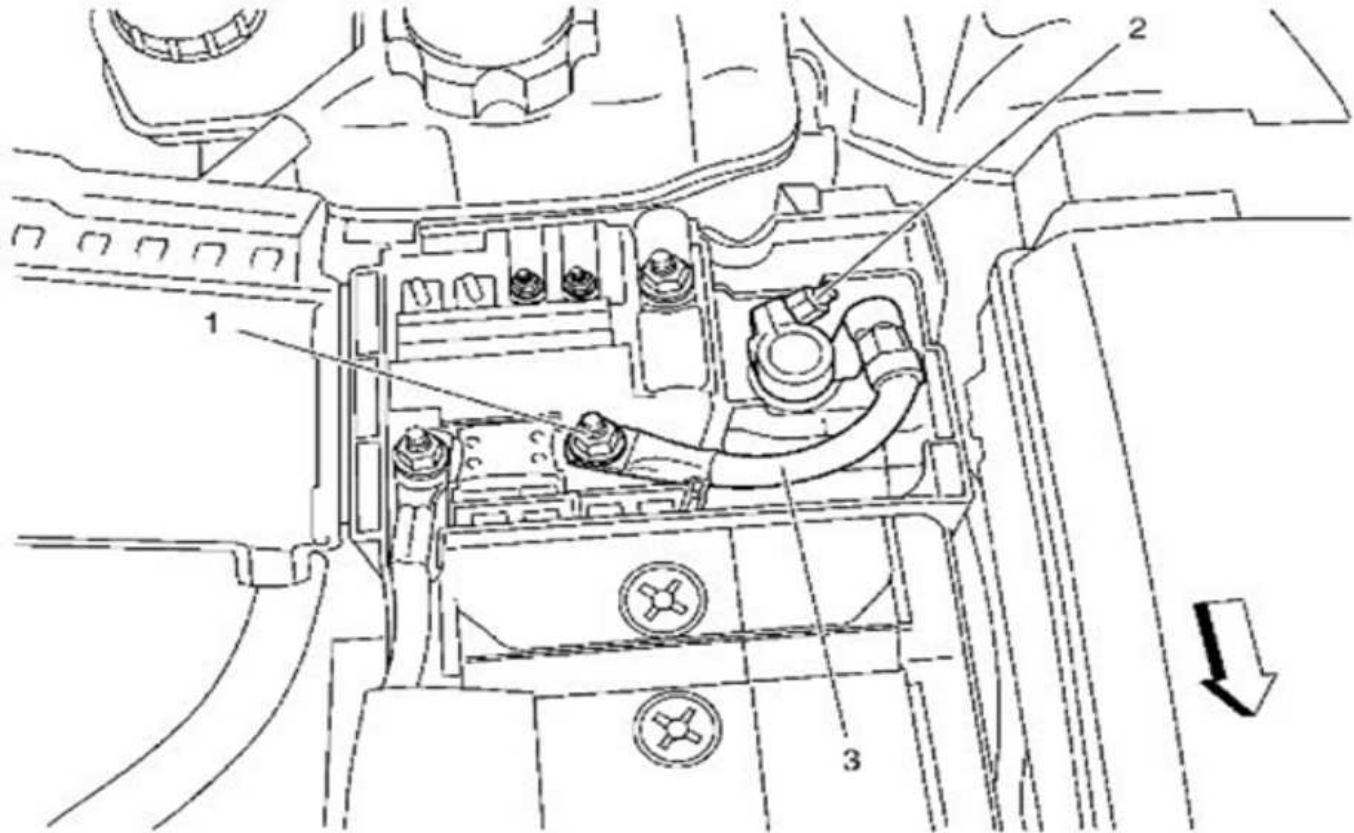
Involved Region or Country	United States, Canada, Australia, New Zealand, Israel, Palestine, Greenland
Additional RPO	Equipped with Electric Power Steering (NJ1) without Stop-Start (KL9)
Condition	Some customers may comment that the radio display goes blank, the instrument cluster gauges are inoperative and/or the steering is stiff. This may be an intermittent concern, but more likely to duplicate when driving at slower speeds, such as in a parking lot and/or making a turn.
Cause	This condition may be caused by reduced system voltage.
Correction	Perform the Service Procedure below.

Service Procedure

Warning: Unless directed otherwise, the ignition must be OFF with the key removed, and all electrical loads must be OFF before servicing any electrical component. Disconnect the negative battery cable to prevent an electrical spark should a tool or equipment come in contact with an exposed electrical terminal. Failure to follow these precautions may result in personal injury and/or damage to the vehicle or its components.

For Vehicles equipped with OnStar® (UE1) with Back Up Battery: The Back Up Battery is a redundant power supply to allow limited OnStar® functionality in the event of a main vehicle battery power disruption to the VCIM (OnStar® module). Do not disconnect the main vehicle battery or remove the OnStar® fuse with the ignition key in any

position other than OFF. Retained accessory power should be allowed to time out or be disabled (simply opening the driver door should disable retained accessory power) before disconnecting power. Disconnecting power to the OnStar® module in any way while the ignition is On or with retained accessory power activated may cause activation of the OnStar® Back-Up Battery system and will discharge and permanently damage the back-up battery. Once the Back-Up Battery is activated it will stay on until it has completely discharged. The back-up battery is not rechargeable and once activated the back-up battery must be replaced.



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1. Using a DVOM, perform a voltage drop for the positive side battery cable (3):
 - Set the DVOM to Min/Max voltage.
 - Apply the DVOM leads at the positive cable clamp (2) and the positive cable terminal (1) at the UBEC.
 - Start the vehicle.
 - Record the maximum voltage.

⇒ If the voltage exceeds 200 millivolts, replace the positive battery cable.
2. Disconnect the battery negative cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
3. Test the battery. Refer to *Battery Inspection/Test* in SI.
 - If the test result is not **REPLACE BATTERY** or **BAD CELL-REPLACE**, proceed to the next step.
- Note:** The GR8 slip is required to be attached to the claim when replacing the battery. The warranty code has to be entered into the dependency field of the GMW claim.
 - If the test result is **REPLACE BATTERY** or **BAD CELL-REPLACE**, attached the GR8 slip to the claim when replacing the battery and verify the concern is corrected.
4. Remove the battery ground cable nut at G103 and lift off the battery ground cable.
5. Verify the mating surfaces for G100 and G111 are clean and does **NOT** show signs of corrosion.
 - If there are **NOT** signs of corrosion, proceed to the next step.
 - If there are signs of corrosion, clean the mating surface and proceed to the next step.
6. Install the battery ground cable onto G103 stud and tighten the nut to 12 N•m (106 lb in).
7. Verify the mating surface on the battery negative cable is clean and does NOT show signs of corrosion.
 - If there are **NOT** signs of corrosion, proceed to the next step.
 - If there are signs of corrosion, clean the mating surface and proceed to the next step.
8. Install the battery negative cable to the battery and tighten the nut to 6 N•m (53 lb in). Refer to *Battery Negative Cable Disconnection and Connection* in SI.

Parts Information

Causal Part	Description	Part Number	Qty
x	WIRE, BAT	84461654	1

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
5480368*	Battery Charging and Testing	0.2 hr
Add	Battery Replacement	0.3 hr
Add	Body Ground Stud or Nut Repair or Replacement	0.5 hr
Add	Battery Positive Fuse Block Cable Testing	0.3 hr
Add	Battery Positive Fuse Block Cable Replacement	0.2 hr

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

Version	4
Modified	<p>October 10, 2017 – Added Voltage Drop testing to Service Procedure section and Parts Information.</p> <p>February 21, 2018 – Added Model Years, updated the Part Number, added Cause and Additional RPO sections and added a Note after step 3.</p> <p>September 17, 2020 – Added the Holden Malibu model and updated the Involved Region or Country section.</p>