

Special Coverage Adjustment

N192291600 Drive Motor Cooling Blower



Release Date: August 2020

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2016	2016	LKN	1.8L, 4-cylinder, gas engine

Involved vehicles are identified on the Applicable Warranties section 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.

Condition	In some 2016 Chevrolet Malibu hybrid vehicles, an electrical connection may fail in the hybrid battery cooling blower motor. If this occurs, the control system may inhibit the electric propulsion motor, the Malfunction Indicator Light (Check Engine Light) will illuminate, and a diagnostic trouble code related to the hybrid battery cooling blower motor will be set.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after August 6, 2020, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to August 6, 2020, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the hybrid battery cooling blower motor if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Blower-Drive Motor Generator Battery Cooling	13521273
1	Connector Kit- Body Wiring Harness	13577529

Parts should only be ordered when inspection determines that it is necessary to replace the hybrid cooling blower motor.

It is estimated that only 12% involved vehicles will require parts replaced. Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order 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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900742	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900743	Replace Drive Motor Generator Battery Cooling Blower (Includes Diagnostic steps) ADD: Replace Body Wiring Harness Connector Kit	1.0 0.5	ZREG	N/A
9900744	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900745	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

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* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. Check for DTC P0A85, P0BC8, P0BC9, P0BCA, P0D64, P0D65 or P0D66.
 - If any of the above trouble codes are found, proceed to step #2.
 - If the identified trouble codes are not found, inform the customer this campaign does not cover the repairs to their vehicle.
2. Replace the drive motor generator battery cooling blower. Refer to *Drive Motor Generator Battery Cooling Blower Replacement* in SI.



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3. While replacing the drive motor generator battery cooling blower, check the body side electrical connector for corrosion. If corrosion is found, replace the body wiring harness connector kit refer to *Repairing Connector Terminals (Terminated Lead Repair)* in SI.
4. If Moisture is found in the rear compartment, verify that recall number N192210570 has been performed (if applicable).
5. Clear any stored DTC information.

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 for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

Special Coverage Adjustment

N192291600 Drive Motor Cooling Blower



August 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2016 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016 model year Chevrolet Malibu vehicles, may have a condition where an electrical connection may fail in the hybrid battery cooling blower motor. If this occurs, the control system may inhibit the electric propulsion motor, the Malfunction Indicator Light (Check Engine Light) will illuminate, and a diagnostic trouble code related to the hybrid battery cooling blower motor will be set.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2016 model year Chevrolet Malibu within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2021, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or 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	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N192291600

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5469
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 6, 2020

Subject: N192291600 - Special Coverage
Drive Motor Cooling Blower

Models: 2016 Chevrolet Malibu
Equipped with 1.8L, 4-cylinder, gas engine (RPO LKN)

To: All General Motors Dealers

General Motors is releasing Special Coverage N192291600 today. The total number of U.S. vehicles involved is approximately 3,936. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 17, 2020.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated August 7, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS