



Service Information

Document ID: 2865667

#12102: Product Safety - Sensing and Diagnostic Module Reprogram - (June 5, 2012)

Subject: 12102 — Sensing and Diagnostic Module Reprogram

Models: 2013 Chevrolet Malibu



This bulletin cancels and replaces Customer Satisfaction Program (CSP) 12084. The repair procedure remains the same. All vehicles that did not receive the repair in CSP 12084 have been transferred to this recall.

Condition

General Motors has decided that a defect, which relates to motor vehicle safety, exists in *certain* 2013 model year Chevrolet Malibu vehicles. The Sensing and Diagnostic Module (SDM) may reset itself following a hard braking event on some road surfaces. If this occurs during an aggressive turning maneuver, and then afterwards a potential vehicle rollover event is sensed, the roof rail airbag may unintentionally deploy. Additionally, the airbags and/or safety belt pretensioners may not deploy during a severe crash, increasing the risk of personal injury.

Correction

Dealers are to reprogram the SDM.

Vehicles Involved

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 recall 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 recall.

Parts Information

No parts are required for this recall.

Service Procedure

SDM Programming Instructions

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use *TIS2WEB* on or after 4/10/12 to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the inflatable restraint and sensing diagnostic module (SDM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.

2.1 Connect the MDI to the vehicle.

2.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.

Note: After programming the SDM, a SDM setup is required. Refer to *Inflatable Restraint Sensing and Diagnostic Module Programming and Setup* in SI.

2.3 Select *SDM Inflatable Restraint Sensing and Diagnostic Module -- Programming* from the Supported Controllers screen.

Note: While programming the SDM, one of the following pop-up screens may be displayed, or one of the following events may occur:

- “Unknown Reprogramming Error!” message.
- “Reprogramming Error! Check all Connections and Reset Programming Interface” message.
- “You are Attempting to Reprogram with the Same Calibration” and programming will not complete after retrying.
- Programming event was interrupted and programming will not complete after retrying.

If any of the above situations occur and you can't complete the programming event, perform the following steps:

1. Proceed back to Supported Controllers screen and select SDM Inflatable Restraint Sensing and Diagnostic Module – Programming. DO NOT use "Proceed with Same VIN."

2. Select Next until the Summary screen is reached. Compare Current part numbers to the Selected part numbers.

— If the part numbers are the same between the two, proceed to Step 2.6.

3. Using the GDS2 scan tool, build the vehicle and proceed to the “Identification Information” screen using the following path: Module Diagnostics / Inflatable Restraint Sensing and Diagnostic Module / Identification Information.

4. Note the value for parameter name “Software Module 1 Identifier”.

— If the value is greater than 0 for the parameter replace the SDM. Refer to Inflatable Restraint Sensing and Diagnostic Module Replacement in SI. Print the Identification Information screen and retain it with the Repair Order (RO).

— If the value for this parameter is 0 attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). DO NOT Use “Proceed with Same VIN” to return to return to Supported Controllers screen.

2.4 Follow the on-screen instructions.

2.5 At the Programming Complete screen select Proceed with same VIN.

2.6 Select *SDM Inflatable Restraint Sensing and Diagnostic Module -- Setup* from the Supported Controllers screen.

Note: To perform Setup, the vehicle needs to be cycled in and out of RUN mode (Ignition ON). If not in RUN mode, when required, the Setup procedure will not complete.

2.7 Follow the on-screen instructions.

3. Clear all diagnostic trouble codes (DTCs).

[Courtesy Transportation – For US and Canada](#)

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

[Warranty Transaction Information](#)

Submit a transaction using the table below.

<i>Labor Code</i>	<i>Description</i>	<i>Labor Time</i>
V2585	Reprogram SDM	0.4
V2586	Close Safety Recall - SDM Replaced (repair submitted under normal warranty)	0.1

[Customer Notification](#)

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

[Dealer Recall Responsibility](#)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

All unsold new vehicles in dealers' possession and subject to this recall *must* be held and inspected/repared per the service procedure of this recall bulletin *before* customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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 bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

June 2012

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Malibu vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Important:

- Your vehicle is involved in safety recall 12102.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at *no charge*.

Why is your vehicle being recalled?

The Sensing and Diagnostic Module (SDM) may reset itself following a hard braking event on some road surfaces. If this occurs during an aggressive turning maneuver, and then afterwards a potential vehicle rollover event is sensed, the roof rail airbag may unintentionally deploy. Additionally, the airbags and/or safety belt pretensioners may not deploy during a severe crash, increasing the risk of personal injury.

What will we do?

Your GM dealer will reprogram the SDM. This service will be performed for you at *no charge*. Because of service scheduling requirements, it is likely that your dealer will need your vehicle

longer than the actual reprogramming time of approximately 25 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do? You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

<i>Division</i>	<i>Number</i>	<i>Text Telephones (TTY)</i>
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 12V224.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney

General Director,

Customer and Relationship Services

GM Recall #12102

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



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