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## 17019-02: Customer Satisfaction Program – Stochastic Pre-Ignition (SPI) Causing Cracked Piston – 2016-2017 Chevrolet Malibu

oemdtc March 21, 2017 Customer Satisfaction

#17019-02: Customer Satisfaction Program – Stochastic Pre-Ignition (SPI) Causing Cracked [Piston](#) – (Feb 21, 2018)

<b>Subject:</b>	17019 — Stochastic Pre-Ignition (SPI) Causing Cracked <a href="#">Piston</a>
<b>Models:</b>	2016–2017 <a href="#">Chevrolet Malibu</a>

<b>Reference Number:</b>	N162071350	<b>Release Date:</b>	July 2017
<b>Revision:</b>	02		

**Revision Description:** This bulletin is being revised to add [Dexos 1](#) full synthetic [engine oil](#) part numbers for Canada to the Parts section, to remove Canada part number 10953468 and to discontinue the requirement for use of Mobil 1 in Canada. Please discard all previous copies of bulletin 17019.

**Attention:** **This program is in effect until February 28, 2019. Please note the [engine oil](#) requirement outlined in this bulletin becomes the new standard going forward for the LFV 1.5L [engine](#). Customers will be informed through direct mailing of this change, as well as the [Service Information](#) and [Owner Manual](#) being updated to reflect this revised requirement.**

Make	Model	Model Year		RPO	Description
		From	To		
<a href="#">Chevrolet</a>	<a href="#">Malibu</a>	2016	2017	LFV	1.5L <a href="#">Engine</a>

Involved vehicles are marked “open” on the Investigate Vehicle History screen in the [GM](#) Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It should also be checked prior to vehicle delivery and at every vehicle service visit.

Custom Search

### CATEGORIES

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<b>Condition</b>	Certain 2016 and 2017 model year <a href="#">Chevrolet Malibu</a> vehicles equipped with a 1.5L LFV <a href="#">engine</a> may have a pre-ignition condition that could cause <a href="#">piston</a> damage. If this condition occurs, the vehicle may perform poorly and <a href="#">oil</a> consumption could increase. In addition, a service <a href="#">engine</a> light may illuminate indicating an <a href="#">engine</a> misfire. If the condition is present, and the repair below is not completed before multiple pre-ignition events occur, a <a href="#">piston</a> may be damaged and the <a href="#">engine</a> may need to be repaired or replaced.
<b>Correction</b>	Reprogram the <a href="#">Engine Control Module (ECM)</a> and change the <a href="#">engine oil</a> with <a href="#">ACDelco dexos 1 Full-Synthetic motor oil of the part number as indicated in the parts section</a> . It is very important that only <a href="#">oil</a> with the correct part number is used in this repair.

## Parts Information

**Caution:** The part numbers below are **required** when performing the [oil](#) change. Do NOT use any other [engine oil](#) for this repair.

**Note:** Choose one of the [engine oil](#) part numbers below.

Quantity	Part Name	Part No.
5	<a href="#">Engine Oil (5W-30) (DEXOS1) (Quart) (US)</a>	88865635
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1) (55 Gallon) (US)</a>	88865636
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1) (55 Gallon) (US)</a>	88865637
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1) (Bulk) (US)</a>	88865638
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1) (Bulk) (US)</a>	88865639
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1) (Bulk) (US)</a>	88865640
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1) (Bulk) (US)</a>	88865641
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1) (Bulk) (US)</a>	88865642

Quantity	Part Name	Part No.
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1)</a> (Bulk) (US)	88865643
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1)</a> (Bulk) (US)	88865644
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1)</a> (Bulk) (US)	88865645
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1)</a> (Bulk) (US)	88865646
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS1)</a> (Bulk) (US)	88865647
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS 1 GEN 2)</a> (Bulk) (Supplier: Wakefield Canada) (Canada)	88865720
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS 1 GEN 2)</a> (5.0 L Jug) (Supplier: KemKrest Canada) (Canada)	88865714
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS 1 GEN 2)</a> (1.0 L Bottle) (Supplier: Wakefield Canada) (Canada)	88865719
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS 1 GEN 2)</a> (205 L Drum) (Supplier: Wakefield Canada) (Canada)	88865721
Use Specified Amount	<a href="#">Engine Oil (5W-30) (DEXOS 1 GEN 2)</a> (5.0 L Jug) (Supplier: Wakefield Canada) (Canada)	88865722
1	<a href="#">Engine Oil Filter</a>	12640445

## Warranty Information

Labor Code	Description	Labor Time	Trans. Type	Net Item
9102962	Inspect <a href="#">Engine Control Module (ECM)</a> Calibrations and Oil Change	0.4	ZFAT	*

Labor Code	Description	Labor Time	Trans. Type	Net Item
9102963	<a href="#">Engine Control Module Reprogramming</a> with <a href="#">SPS</a> and <a href="#">Oil Change</a> (Includes Inspect <a href="#">ECM Calibrations</a> )	0.5	ZFAT	*

**Note:** Both the [oil](#) and filter part numbers should be submitted in the Parts field of the transaction. If bulk [oil](#) was used, the dealer must submit the appropriate bulk part number. In the quantity field for bulk [oil](#), list the number of quarts used. Global Warranty Management will calculate the appropriate amount at a per quart price. No amount should be entered in Net.

Part retention requirements on [oil filters](#) replaced as part of the service procedure listed in Bulletin 17019 is waived. Dealers can immediately scrap [oil filters](#) removed from vehicles after completing this field actionAs a reminder, Article 4.2 of the Service Policies and Procedures Manual states that fluids are not required to be retained by dealers, therefore [oil](#) drained during this procedures can be immediately properly disposed of.Any other parts replaced in relation to this bulletin must be tagged and retained in accordance with Service Policies and Procedures.

## Service Procedure

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

- Do NOT attempt to order the [calibration](#) numbers 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. If you cannot access the [calibration](#), call the Techline Customer Support Center and it will be provided.
- Do NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct [calibration](#) software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the [data link connector](#) (DLC). 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. When required, install the [EL-49642 SPS](#) Programming Support Tool to maintain system voltage. If not available, connect a fully charged [12 V 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.
- During the programming procedure, follow the [Service Programming System \(SPS\)](#) prompts for the correct [ignition switch](#) position.
- Clear Diagnostic Trouble Codes (DTCs) after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- Note the [engine oil](#) life remaining percentage.
  1. Install [EL-49642 SPS](#) programming support tool.
  2. Access the [Service Programming System \(SPS\)](#) and follow the on-screen instructions.
  3. Select K20 [Engine Control Module](#) – Programming and follow on-screen instructions.

4. On the Summary screen, inspect for Current and Selected [calibration](#) part numbers in the ID 5 Current column as shown.

- If the Current and Selected values do NOT match then continue with K20 [Engine Control Module](#) Programming and Setup.
- If the Current and Selected values match, the K20 [Engine Control Module](#) has already been updated. Proceed to step 8.

5. Clear DTCs after completing the Programming procedure.

**Note:** If vehicle fails to start during Configuration and Setup, perform the [SPS Function Immobilizer Learn \(Engine Control Module IMMO Learn\)](#) and follow the on-screen instructions.

6. Select K20 [Engine Control Module](#) – Setup and follow on-screen instructions.
7. Clear DTCs after completing the Setup procedure.

**Caution:** One of the [GM engine oil](#) part numbers listed in the parts table is required when performing the [oil](#) change. Do NOT use any other [engine oil](#) as an equivalent for this repair. Due to availability Export Only units should continue the use of locally sourced Mobil 1 [5W-30](#).

**Caution:** Fill [engine oil](#) to 4 liters (4.2 quarts). Overfilling the [engine oil](#) may result in part damage.

8. Perform an [oil](#) change. Refer to [Engine Oil and Oil Filter Replacement](#) in SI.

## Dealer Responsibility

All new, used, [GM](#) Certified Used, courtesy transportation, dealer shuttle, or other vehicles 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, or used for demonstration or any other purpose until the repair has been successfully completed.

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 prior to re-certification or delivery. 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 and once again offered under 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 February 28, 2019. **Please immediately contact all customers who have**

**recently purchased or leased affected vehicles 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 bulletin. Program follow-up cards should not be used for this purpose, since the customer may not have received any notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service, through February 28, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle, or returning it to the customer.

## Dealer Reports

For dealers with involved vehicles, a listing of impacted 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 must 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.

Export – Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

March 2017

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

Dear [General Motors](#) Customer:

We have learned that your 2016 or 2017 model year [Chevrolet Malibu](#) may have a condition that could cause your [engine](#) to perform poorly and [oil](#) consumption to increase. In addition, a service [engine](#) light may illuminate indicating an [engine](#) misfire. If the condition is present, and the [engine](#) is not repaired immediately, a [piston](#) may become damaged, and the [engine](#) may need to be repaired or replaced.

Your satisfaction with your [Malibu](#) 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 reprogram the [Engine Control Module \(ECM\)](#) and change the [engine oil](#). This service will be performed for you at **no charge until March 31, 2019**. 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.

**Important: In the future, when replacing the [engine oil](#) for the 1.5L L4 turbo [engine](#), [GM](#) strongly recommends [dexos 1](#) approved [ACDelco Full Synthetic 5W-30](#), [Mobil 1 Full Synthetic 5W-30](#), or any other [oil](#) meeting [dexos 1](#) second generation requirements.**

Enclosed with this letter please find an [owner manual](#) supplement which updates the [engine oil](#) requirements for your vehicle. Please keep this insert with your important vehicle documents for reference.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
<a href="#">Chevrolet</a>	1-800-630-2438	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 sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your [GM](#) vehicle [or if only one model involved, list name] provides you many miles of enjoyable driving.

Terry M. Inch

Executive Director

Global Connected Customer Experience

Enclosure

17019

17019-01

<https://www.nhtsa.gov/recalls?nhtsald=10126012>

17019

<https://www.nhtsa.gov/recalls?nhtsald=10113371>

## GM Diagnostic/Programming (TIS2Web)

Approved [J2534 Device](#) with [TIS2WEB](#) can reprogram 1996 and later All [GM](#) Modules.

To obtain the latest electronic controller [calibration](#) information for your vehicle, go to <https://tis2web.service.gm.com/tis2web> and enter the vehicle's 17 character Vehicle Identification Number (VIN) and select 'Get CAL ID'.

You can then compare the latest part number with the actual number installed on the vehicle to determine if a reprogram is needed.

The [Service Programming System \(SPS\)](#) application is part of the [TIS2Web](#) system. To program an [ECU](#), the [SPS](#) application must communicate with the vehicle control modules using the proper [J2534 programming interface tool](#).

The following are the supported interface tools:

- [Tech 2](#)

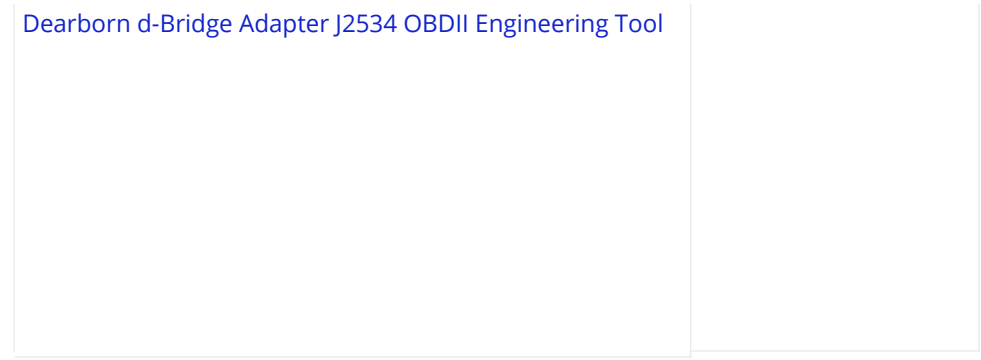
OEM GM Tech 2 Dealer Package	
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- MDI

Bosch GM MDI 2 (2nd Gen) MDI2 interface	
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- J2534 Programming Interface Tool

Drew Tech CarDaq-Plus 2 SAE J2534-1/2 Reflash Reprogramming Tool OEM Diagnostics	
Drew Technologies (DRWCDPLUSKIT) CarDAQ-Plus J2534 Flash Reprogramming Kit	
Drew Tech CarDaq-M 2 SAE J2534-1/2 Reflash Reprogramming Tool OEM Diagnostics	
<a href="#">Drew Technologies (DRWMONGGM) Mongoose GM Vehicle Interface (VPW/CAN) J2534</a>	
VSI J2534 ECU Reprogrammer & Diagnostic Adapter	
Autel (AULMF2534) MaxiFlash Pro	



The [Tech 2](#) supports model years 1996 and beyond. With the addition of the CAN Diagnostic Interface (CANdi) module, [Tech 2](#) is fully backward compatible with current [Tech 2](#) functionality and operates transparently when diagnosing non-CAN-equipped vehicles.

Servicing the next generation Global A vehicles will require the diagnostic software, [GDS2](#), Global Diagnostic System 2 running on a local PC device while the [MDI](#) is connected to the vehicle.

The [GM MDI](#) is the Global Diagnostic tool for future vehicles starting with Global A vehicles. The [GM MDI](#) was introduced in the fall of 2007 for [Pass-Thru programming](#) and offers faster programming speed. It can be used to perform [Pass-Thru programming](#) on all vehicles built since 1996 and into the future. Click here to view a list of [GDS supported vehicles](#).

[www.acdelcotds.com](http://www.acdelcotds.com)

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## RELATED POSTS

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(EREV2) Drive Motor Generator Control Module (PIM) Part Restriction – 2016- 2019 Chevrolet Volt & Malibu	Diagnostic Tip: Possible Crank No Start Or Extended Crank No Codes – 2016-2019 Buick Chevrolet & GMC	Diagnostic Aid For Vehicles All DTCs P1AEE P1AEF P1AF0 P1AF2 P1E22 – 2016- 2019 Chevrolet & Buick
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[17025 Tilt/Telescope Switch – ... >](#)

### 5 thoughts on “17019-02: Customer Satisfaction Program – Stochastic Pre-Ignition (SPI) Causing Cracked Piston – 2016-2017 Chevrolet Malibu”

**Don Hoots says:**

March 20, 2018 at 3:13 PM

The Stochastic pre-ignition recall was performed on my 2016 Malibu about a year ago. Since it was performed, my fuel economy seems to have been negatively affected. At my last service visit (oil change) I asked if the recall affected fuel economy. He said it was an oil change only and would not affect fuel economy. But GM’s website states that the dealer must “Reprogram the Engine Control Module (ECM)”. Was the ECM reprogramed and does it affect fuel economy?

[↩ Reply](#)

**oemdtc says:**  
 March 20, 2018 at 5:48 PM

Most likely the ECM was reprogrammed...

[↩ Reply](#)

**Robert Franze says:**

January 24, 2018 at 3:12 PM

also, dealer is claiming synthetic blend is what is needed, this article states full synthetic, what is correct?

[Reply](#)

**oemdtc says:**

January 24, 2018 at 10:37 PM

As far as I know, as long as it is DEXOS1 approved, it should be fine.

[Reply](#)

**Robert Franze says:**

January 24, 2018 at 3:08 PM

Did GM promise to pay for increased cost of premium oil changes?

[Reply](#)

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# File a Vehicle Safety Complaint with NHTSA

<https://www-odi.nhtsa.dot.gov/VehicleComplaint/>

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