



Bulletin No.: 15504A
Date: August 2015

Recall Bulletin

F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Radio Lockup with Loss of Chimes

MODELS: 2014-2015 Chevrolet Spark Equipped with RPO UM7 & UE1
2015 Chevrolet Sonic Equipped with RPO UH7/UM7 & UE1
2015 Chevrolet TRAX (Canada) Equipped with RPO UMT & UE1

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 15504.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that certain 2014-2015 model year Chevrolet Spark and certain 2015 model year Chevrolet Sonic and Chevrolet TRAX vehicles may fail to conform to Federal/Canada Motor Vehicle Safety Standard (FMVSS/CMVSS) 114 S5.1.3, "Theft Protection and Rollaway Prevention", FMVSS 208 S7.3, "Occupant Crash Protection", and CMVSS 208 S7.3, "Occupant Protection in Frontal Impacts." The existing radio software in these vehicles may cause the radio to lock up. In this condition, the radio display will go blank and stops playing all audio functions, including vehicle chimes related to warnings for key left in ignition (prescribed by FMVSS/CMVSS 114) and driver safety belt not in use (prescribed by FMVSS 208). In addition to the vehicle chime malfunction, the radio may not turn off, causing battery drain and a potential no start condition. Without audible indicators, the driver may leave the key in the ignition, increasing the risk of theft. If a driver or front passenger does not buckle their seat belt, there would be no chime to remind them to fasten their seat belts. If a driver or passenger does not buckle their seat belt there is an increased risk that they will be injured in a crash.

CORRECTION

Dealers are to reprogram the radio using the Service Programming System.

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

PART INFORMATION

No parts are required for this repair.

SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- 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. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. 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 SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

1. Install *EL-49642* SPS Programming Support Tool.

Note: When programming Korean built vehicles (the first character of VIN is K), follow the instructions below:

- Select Chevrolet (GM Korea) as the Salesmake.
- Select the appropriate Model Year, Vehicle Type, and Car Line.

2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select A11 Radio – Programming and follow the on-screen instructions.
4. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

COURTESY TRANSPORTATION

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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101484	Radio Reprogramming with SPS	0.3

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle

DEALER RECALL RESPONSIBILITY – For US (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired 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 facility 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.



IMPORTANT SAFETY RECALL

August 2015

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

Dear General Motors Customer:

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

General Motors has decided that certain 2014-2015 model year Chevrolet Spark and certain 2015 model year Chevrolet Sonic and Chevrolet TRAX vehicles equipped with the base radio and OnStar fail to conform to Federal Motor Vehicle Safety Standard 114 S5.1.3, "Theft Protection and Rollaway Prevention", FMVSS 208 S7.3, "Occupant Crash Protection", and FMVSS 208 S7.3, "Occupant Protection in Frontal Impacts." As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM recall 15504. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.

Why is your vehicle being recalled?

The existing radio software in these vehicles may cause the radio to lock up. In this condition, the radio display will go blank and stops playing all audio functions, including vehicle chimes related to warnings for key left in ignition (prescribed by FMVSS/CMVSS 114) and driver safety belt not in use (prescribed by FMVSS 208). In addition to the vehicle chime malfunction, the radio may not turn off, causing battery drain and a potential no start condition. Without audible indicators, the driver may leave the key in the ignition, increasing the risk of theft. If a driver or front passenger does not buckle their seat belt, there would be no chime to remind them to fasten their seat belts. If a driver or passenger does not buckle their seat belt there is an increased risk that they will be injured in a crash.

What will we do?

Your Chevrolet dealer will reprogram the radio with revised software. 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 service correction time of approximately 30 minutes.

What should you do?

You should contact your Chevrolet 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.

Division	Number	Text Telephones (TTY)
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	
GM Medium Duty Truck	1-800-862-4389	

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 15V416.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15504

