

Part 573 Safety Recall Report**15V-416****Manufacturer Name :** General Motors LLC**Submission Date :** JUN 24,2015**NHTSA Recall No. :** 15V-416**Manufacturer Recall No. :** 15504**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 30001 VAN DYKE

MAIL CODE 480-210-2V WARREN MI 48090

Company phone : 999

Population :

Number of potentially involved : 45,785

Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2014-2014 Chevrolet Spark

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2014 Chevrolet Spark vehicles equipped with UM7 (base radio) & UE1
(OnStar)

Production Dates : APR 30, 2014 - AUG 13, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2015-2015 Chevrolet Spark

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2015 Chevrolet Spark vehicles equipped with UM7 (base radio) & UE1
(OnStar)

Production Dates : AUG 11, 2014 - MAY 20, 2015

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2015-2015 Chevrolet Sonic

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2015 Chevrolet Sonic vehicles equipped with UH7/UM7 (base radio) & UE1
(OnStar)

Production Dates : JUN 18, 2014 - JUN 10, 2015

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Description of Defect :

Description of the Defect : General Motors has decided that certain 2014-2015 model year Chevrolet Spark and certain 2015 model year Chevrolet Sonic vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 114 S5.1.3, "Theft Protection and Rollaway Prevention" and to FMVSS 208 S7.3, "Occupant Crash Protection." 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 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.

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : 114 - Theft protection

Description of the Safety Risk : 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.

Description of the Cause : The radio has a software error which causes it to call an invalid function address, causing the radio to lock up.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On April 20, 2015, upon review of warranty claims associated with the radio lockup failure, a GM Quality, Reliability and Durability employee registered the issue with GM's Problem Resolution Tracking System. On April 24, 2015, a GM employee opened a Speak Up For Safety Case for a radio lockup failure experienced at the GM Technical Center Service Garage. On June 4, 2015, GM opened a formal investigation into the issue. On June 17, 2015, GM's Safety and Field Action Decision Authority decided to conduct a non-compliance recall.

Description of Remedy :

Description of Remedy Program : Dealers will re-flash the radio software. Pursuant to 577.11, General Motors does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Radios with the existing defective software may experience the lockup condition when using the vehicle's OnStar feature in Turn by Turn Directions mode.

Identify How/When Recall Condition was Corrected in Production : As of June 16, 2015, all affected production plants had successfully passed Production Trial Run (PTR) testing with radios programmed with the new software. On June 17, 2015, the affected production plants began re-programming all radios in their inventory as well as the radios in vehicles previously built but not shipped. The re-programming of radios will continue until a production break point can be set when radios with the new software arrive from the supplier.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : JUN 24, 2015 - JUN 24, 2015

Planned Owner Notification Date : NR - NR

* NR - Not Reported