

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# 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.

## IMPORTANT

- 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 GM 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 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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
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 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