

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4067
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 08, 2016

Subject: Stop Delivery Order for Upcoming Noncompliance Recall 45340

Models: 2015-2016 Chevrolet Sonic
2013-2015 Chevrolet Spark
2015-2016 Chevrolet Trax

To: All Chevrolet Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2015-2016 model year Chevrolet Sonic, Trax and 2013-2015 model year Chevrolet Spark vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming noncompliance recall that involves these vehicles. The GM recall number is 45340.

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 until the noncompliance is remedied.

Bring Your Own Media 1 (BYOM1) radio software in these vehicles may, in rare circumstances, intermittently lock up and fail to provide an audible warning (e.g., a chime) when a key is left in the ignition and the driver door is opened, or when the driver fails to fasten their seatbelt. This can sometimes occur when the driver turns the ignition off with the headlamp or hazard warning flashers on and then restarts the vehicle while the radio is going through the sleep sequence. In the affected vehicles, a software issue may, in rare circumstances, cause the radio to lock up and not function if the headlamp or hazard warning message is active during the BYOM1 shutdown sequence. If no key reminder chime sounds to alert the driver that the key is left in the ignition, there is an increased risk of theft. If (a) the driver fails to fasten his or her seatbelt, (b) the seatbelt reminder chime fails to alert the driver that he or she is unbelted, and (c) a crash occurs, the driver is at an increased risk of injury.

To correct this condition, dealers will reprogram the radios with corrected operating software.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on June 09, 2016. This action

has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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