



IMPORTANT SAFETY RECALL

May 2016

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 2013-2016 model year Chevrolet Sonic and Trax vehicles and 2013-2015 model year Chevrolet Spark vehicles equipped with a bring your own media (“BYOM”) radio, may not comply with Federal/Canada Motor Vehicle Safety Standard 114, “Theft protection and rollaway prevention.” 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 17130.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

BYOM radio software in these vehicles may fail to provide an audible warning/reminder chime when the driver, after turning off the ignition and leaving the key in the cylinder, waits 10 minutes or longer to open the door for the first time. The vehicle may also fail to provide – or provide a shortened – audible warning when the driver opens the door, hears a chime, leaves the key in the ignition, closes the door, and subsequently opens the door a second time more than 20 seconds later. If no key reminder chime sounds to alert the driver to a key left in the ignition, there is an increased risk of theft.

What will we do?

Your GM dealer will reprogram the radio with corrected operating 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 40 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
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 16V257.

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 17130