

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

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# IMPORTANT SAFETY RECALL

July 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 – 2015 model year Chevrolet Spark and 2015 – 2016 model year Chevrolet Sonic and Trax vehicles equipped with Bring Your Own Media 1 (“BYOM1”) radio may not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 114, “Theft protection and rollaway prevention” and FMVSS No. 208, “Occupant crash protection.” 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 45340.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

BYOM1 radio software in these vehicles may 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. 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.

### What will we do?

Your GM dealer will reprogram the radios 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 16V422.

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

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GM Recall 45340