



Recall Bulletin

F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: No Key in Reminder Chime and/or No Audio

MODELS: 2016 Chevrolet Camaro, Malibu, Silverado
2016 GMC Sierra
Equipped with Radio Infotainment System (RPO IOA/IOB)

The Service Procedure and the Warranty Information sections have been revised. Effective immediately, technicians MUST record the Warranty Claim Code on the Job Card. To avoid warranty transaction rejection, this information must be entered when submitting the transaction. If the Same Calibration/Software Warning is noted on the SPS Controller screen, continue with the programming event using SPS to ensure a Warranty Claim Code is displayed on screen. Please discard all copies of bulletin 15808B.

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 under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that certain 2016 model year Chevrolet Camaro, Malibu, and Silverado and GMC Sierra vehicles have a radio that may not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 114, "Theft protection and rollaway prevention" and/or FMVSS 208 "Occupant crash protection." Radio software in these vehicles may intermittently fail to provide an audio warning when a key is left in the ignition and the driver door is opened, or when the driver forgets to put on their seat belt. If the key reminder chime fails to alert the driver, there is increased risk of theft. If (a) the driver fails to fasten his or her seat belt, (b) the seat belt 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.

CORRECTION

Dealers are to reprogram the radios with corrected software.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.


PART INFORMATION

No parts are required for this repair.

SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



Action Complete
Radio - Programming (A11)
2017-12-06 09:14:03 EST

Warranty Claim Code: 8038A
Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:
The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.
Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.
 Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Mandatory Controller Specific Instructions (to be respected):

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Note: If the Same Calibration/Software Warning is noted on the SPS Controller screen, continue with the programming event using SPS to ensure a Warranty Claim Code is displayed on screen. Technicians **MUST** record the Warranty Claim Code (1) on the Job Card. To avoid warranty transaction rejection, this information must be entered when submitting the transaction.

1. Install the *EL-49642* SPS Programming Support Tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.

Note: The radio display may go blank during the programming event.

3. On the SPS Supported Controllers screen, select A11 Radio – Programming, and follow the on-screen instructions.
4. At the end of programming, choose the “Clear DTCs” function on the SPS screen.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101699*	Radio Reprogramming with SPS	0.3

* To avoid warranty transaction rejections, the SPS Warranty Claim Code(s) must be entered when submitting this transaction.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





IMPORTANT SAFETY RECALL

March 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 2016 model year Chevrolet Camaro, Malibu, and Silverado and GMC Sierra vehicles have a radio that may not comply with Federal/Canada Motor Vehicle Safety Standard (FMVSS/CMVSS) No. 114, "Theft protection and rollaway prevention" and/or FMVSS/CMVSS 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 15808.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Radio software in your vehicle may intermittently fail to provide an audio warning when a key is left in the ignition and the driver door is opened, or when the driver forgets to put on their seat belt. If the key reminder chime fails to alert the driver, there is increased risk of theft. If (a) the driver fails to fasten his or her seat belt, (b) the seat belt 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 program your radio with corrected 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 25 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
GMC	1-866-996-9463	1-800-462-8583
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 16V084.

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 15808