



Bulletin No.: 17130
Date: April 2016

Recall Bulletin

F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Loss of Key Reminder Chime

MODELS: 2013-2016 Chevrolet Sonic
2013-2015 Chevrolet Spark
2013-2016 Chevrolet Trax
Equipped with Bring Your Own Media (RPO UF7)

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.

Vehicles involved in this recall were placed on stop delivery April 27, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

The calibrations for this programming event are available in TIS2WEB for the 2015 and 2016 Chevrolet Sonic, 2015 and 2016 Chevrolet Trax and 2013 through 2015 Chevrolet Spark vehicles. The calibration is NOT available in TIS2WEB for the 2013 and 2014 Chevrolet Sonic and 2013 and 2014 Chevrolet Trax vehicles. This bulletin will be revised when the remaining calibrations are available in TIS2WEB.

CONDITION

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") (RPO UF7) radio may not comply with Federal/Canada Motor Vehicle Safety Standard No. 114, "Theft protection and rollaway prevention." 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.

CORRECTION

Dealers are to reprogram the radio with corrected operating 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

There are no parts required for this procedure.

SERVICE PROCEDURE

Note: The calibrations for this programming event are available in TIS2WEB for the 2015 and 2016 Chevrolet Sonic, 2015 and 2016 Chevrolet Trax and 2013 through 2015 Chevrolet Spark vehicles. The calibration is NOT available in TIS2WEB for the 2013 and 2014 Chevrolet Sonic and 2013 and 2014 Chevrolet Trax vehicles. This bulletin will be revised when the remaining calibrations are available in TIS2WEB.

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- 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.
 - During the programming procedure, follow the SPS prompts for the correct ignition switch position.
 - Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
1. Install *EL-49642* SPS programming support tool.
 2. Access the Service Programming System (SPS) and follow the on-screen instructions.
 3. On the SPS Supported Controllers screen, select A11 Radio – Programming, and follow the on-screen instructions.
 4. When programming is complete, access the Service Programming System (SPS) and follow the on-screen instructions.

Note: All existing files on the USB drive will be erased when the new files are copied.

5. Connect a USB drive to the computer.
6. On the SPS Supported Controllers screen, select A11 Radio – USB File Transfer, and follow the on-screen instructions.
7. Upon completion of the file transfer, remove the USB drive from the computer.
8. Ignition ON, radio ON.
9. Connect the USB drive to the USB port in the vehicle.
10. Using the radio controls, select the following: Config>Radio Settings>Software Versions Menu>Update Radio Software. Follow the infotainment display on-screen instructions and select Update when prompted. Programming will take several minutes.
11. When programming is complete, remove the USB device from the vehicle USB port.
12. At the end of programming, choose the “Clear DTCs” function on the SPS screen.

Note: If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

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
9102184	Radio Reprogramming using USB	0.6

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.

