

F/CMVSS Noncompliance Recall

45340 BYOM1 Lockup with Loss of Key Chime



Reference Number: A16204534
GWM Number: 2045340

Release Date: June 2016
Revision: 00

Attention:	<p>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.</p> <p>Vehicles involved in this recall were placed on stop delivery June 08, 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.</p> <p>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.</p> <p>Some of these vehicles were previously reprogrammed under Noncompliance Recall 17130, however, it has been discovered that additional reprogramming is required.</p>
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Sonic	2015	2016	UF7	Bring Your Own Media
	Spark	2013	2015		
	Trax	2015	2016		

Involved vehicles will be marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system by June 10, 2016. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that certain 2015-2016 Chevrolet Sonic, 2015-2016 Chevrolet Trax, and 2013-2015 Chevrolet Spark vehicles equipped with a 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." 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. 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.
Correction	Reprogram the radio with corrected operating software.

Parts

No parts required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102312	Radio Reprogramming using USB	0.6	ZFAT	N/A

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Service Procedure

Note: Carefully read and follow the instructions below.

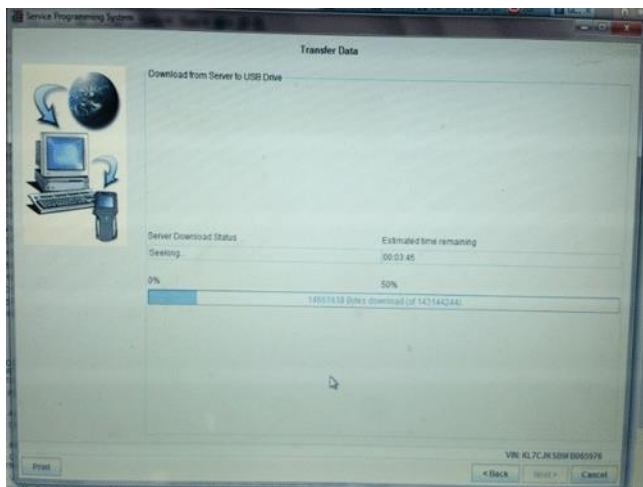
- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the 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.

Note: When performing this software update, TIS2WEB will automatically select the latest calibrations that are designed to address this concern and close this field action.

1. Install *EL-49642* SPS programming support tool.
2. 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.

3. Connect a USB drive to the computer.
4. On the SPS Supported Controllers screen, select A11 Radio – USB File Transfer, and follow the on-screen instructions.



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5. Upon completion of the file transfer, remove the USB drive from the computer.
6. Ignition ON, radio ON.
7. Connect the USB drive to the USB port in the vehicle.

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Note: If “Update” is not selected within 30-60 seconds, the selection screen disappears and the USB drive will need to be removed and reinserted to initiate the USB software update again.



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8. Follow the infotainment display on screen instructions and select “Update” when prompted. (Trax shown as example- Sonic and Spark will be similar).



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9. Programming will take several minutes.



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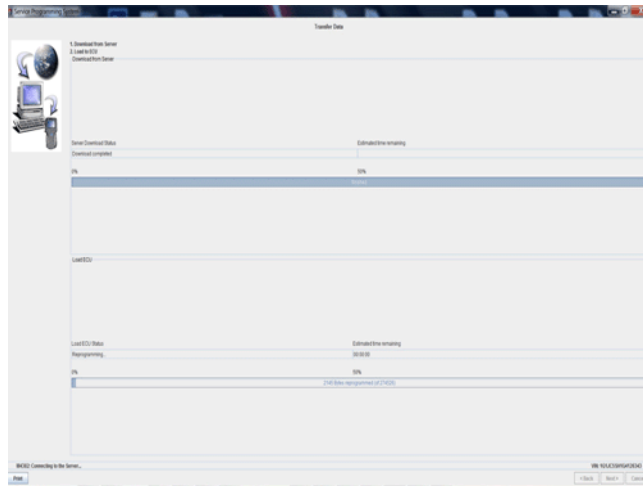
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Note: When USB programming has completed, the radio will go to the Home/Menu screen, and the calibration ID screen will show, confirming the current and new software is now the same. Audio should be playing before removing the USB drive. Select “Cancel” and continue to step 10. (Trax shown as example-Sonic and Spark will be similar).

10. When USB programming is complete, remove the USB device from the vehicle USB port and access the Service Programming System (SPS) and follow the on-screen instructions.
11. When USB programming has been completed, on the SPS Supported Controllers screen, select A11 Radio – Programming, and follow the on-screen instructions.

Note: During SPS programming, the radio display may be blank. For progress, refer to the SPS screen.



Note: After the radio has completed SPS programming, the radio will restart. DO NOT cycle the key or turn off the radio until audio is heard.

12. At the end of programming, choose the “Clear DTC’s” function on the SPS screen.

Note: If you have programming concerns or SPS error codes, call the Techline Customer Support Center. TCSC can be reached at 1-800-828-6860.

Dealer Responsibility – For USA & Export (USA 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.

Dealer 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.

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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 dealership 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.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

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

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**