

F/CMVSS Noncompliance Recall

45340-02 BYOM1 Lockup with Loss of Key Chime



Reference Number: A162045340
GWM Number: 2045340
Revision Description: This bulletin has been updated to include export information and the customer letter at the end of the bulletin. Step #12 has also been updated in the Service Procedure section. Please discard all copies of bulletin 45340-01.

Release Date: June 2016
Revision: 02

Attention: 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 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.

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.

Some of these vehicles were previously reprogrammed under Noncompliance Recall 17130, however, it has been discovered that additional reprogramming is required.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Aveo	2016	2016	UF7	Bring Your Own Media
	Sonic	2015	2017		
	Spark	2013	2015		
	Tracker	2016	2017		
	Trax	2015	2016		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. 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 2016 model year Chevrolet Aveo, 2015-2017 model year Chevrolet Sonic, 2013-2015 model year Chevrolet Spark, 2016-2017 model year Chevrolet Tracker, and 2015-2016 Chevrolet Trax vehicles equipped with a Bring Your Own Media 1 ("BYOM1") radio, may not comply with Federal/Canada Motor Vehicle Safety Standard (FMVSS/CMVSS) No. 114, "Theft protection and rollaway prevention" and FMVSS/CMVSS 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 with SPS (Install Software with 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.

Note: The programming process for this bulletin REQUIRES hardwired connections for the MDI to the TIS2WEB PC USB port and from the TIS2WEB PC to the dealership internet connection due to the length of this update.

Note: If, after successful USB programming, you encounter an SPS error during/after normal programming where SPS shows “Operation 27 | ErrorCode FD”, **STOP**. Make no further programming attempts and contact TCSC. Below is an example of this error.

Line	Operation	ErrorCode
2	27	FD

Frequently asked questions during programming:

Question	Answer
Why am I receiving a warning for the same calibrations?	<ul style="list-style-type: none"> • The radio has the latest part number available, and programming is not needed. This could occur for either Radio USB File Transfer or Radio - Programming. Proceed to the next step in the service procedure. Do not skip Radio – Programming if the warning occurs for the USB File Transfer.
The radio “locked-up” during programming, is left with no communication, an E-4491 error code, and/or is unable to program again. What can be done to prevent this?	<ul style="list-style-type: none"> • Ensure EL-49642 SPS programming support tool is installed to prevent low battery during this lengthy programming procedure. • It is suggested to use hardwired connections for the MDI to the TIS2WEB PC USB port and from the TIS2WEB PC to the dealership internet connection due to the length of this update.

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	<ul style="list-style-type: none"> • Always do the USB programming first, followed by SPS programming second. • Ensure that the vehicle was "built" correctly in TIS2WEB and proper RPOs were selected if prompted. • Ensure that a quality USB drive is being used and that the files have been downloaded for the VIN you are working on. • A "locked-up" radio with an E-4491 can typically be recovered by pulling the radio fuse for at least 5 minutes, re-inserting it, and programming again using the precautions above and the latest #45340 procedure rather than replacing the radio. If programming assistance is needed, contact TCSC as outlined in the latest version of PI0592.
The right steering wheel control is inoperative after programming. Why is this?	<ul style="list-style-type: none"> • Always do the USB programming first, followed by SPS programming second. • Always download the USB files for the VIN you are working on – do not continue to reuse the USB for other vehicles covered by 45340.
I received a "Place vehicle in <i>park</i> message" when trying to program a <i>manual</i> transmission vehicle. What should I do?	<ul style="list-style-type: none"> • Close the doors before starting the TIS2WEB programming process.
Where do I find the Spark or Trax in TIS2WEB if it does not automatically find it from reading the VIN?	<ul style="list-style-type: none"> • Under Chevrolet (GM Korea)
When programming a Spark or Trax in TIS2WEB, I do not see an "A11 Radio – Programming" or "A11 Radio – USB File Transfer" option. Where are these located?	<ul style="list-style-type: none"> • On the Spark and Trax, select "A11 Radio" from the Supported Controllers menu in TIS2WEB, then go to the Select Function/Sequence box below it and select "USB File Transfer" or "Programming" as necessary.
I've encountered a SMD File Invalid Message and can't continue with programming. What do I do?	<ul style="list-style-type: none"> • Clear SPS cache and retry programming. • Ensure that a quality USB drive is being used and that the files have been downloaded for the VIN you are working on.
During the USB file transfer download process in TIS2WEB, some models ask to choose the "Model Designator" from a list of codes. Where do I find this information so I choose the correct Model Designator?	<ul style="list-style-type: none"> • Note the 5 digit "Model" code that is listed in the right side of the "Vehicle Information" section of Global Warranty Management for the VIN you are programming. For example, 1CV48 is one of the Model Designators for a 2014 Spark.

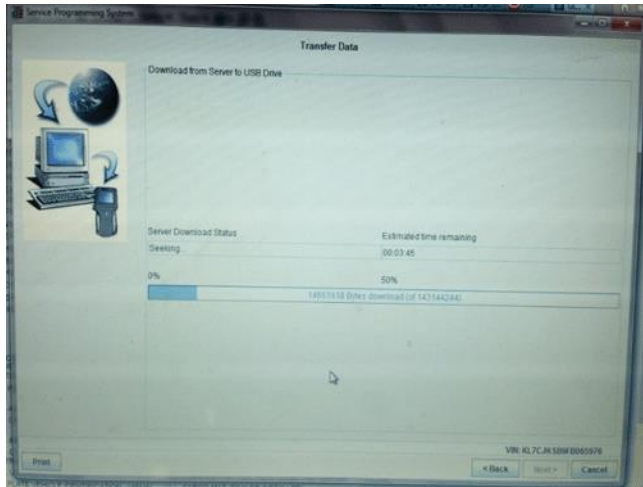
1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.

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.

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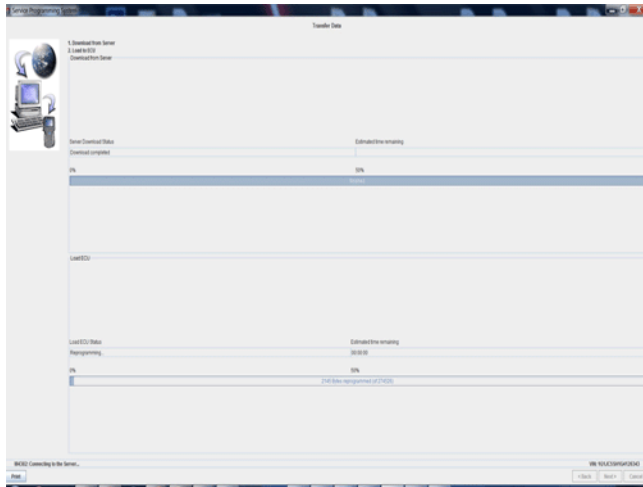
Note: When USB programming has completed, the radio will go to the Home/Menu screen, and the calibration ID screen will show, confirming the current and new software is now the same. Audio should be playing before removing the USB drive. Select “Cancel” and continue to step 10. (Trax shown as example-Sonic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

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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, clear DTC's.

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.

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. . A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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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 (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**



IMPORTANT SAFETY RECALL

June 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 2015-2016 model year Chevrolet Sonic, 2013-2015 model year Chevrolet Spark, and 2015-2016 model year Chevrolet 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 safety 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.

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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 45340