



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Horn Chirp May Operate at a Reduced Volume

**Models:** 2014 Chevrolet Camaro

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may comment that when they perform a double lock button press with the key fob, the horn will sound, but it will be at a reduced volume.

Two scenarios are generally noticed with this concern.

Concern 1) Technicians may inquire why the horn sounds at a reduced volume when other similar vehicle they may have compared to will sound at a normal volume.

Concern 2) Customers may comment that the horn volume on the vehicle may have sounded at a reduced volume previously, but now, it sounds at a regular volume after service work was performed on the vehicle.

### Recommendation/Instructions

This issue was originally referred to as a feature called the "Quiet Horn" and it was controlled through the BCM software. This can be described as a quiet horn chirp when a double lock button press was performed on the key fob. This was done so that the horn chirp would not be so loud and alarming. Early BCM calibrations resulted in the horn relay activating for only 10 ms vs. 20 ms. This, in turn, would not allow the horn to reach its full volume, and as a result, the horn chirp would sound noticeably quieter than an equivalent vehicle.

As a running change during production, the BCM calibrations were updated and the feature / issue was eliminated. This is why some 2014 Camaros used for comparison may exhibit different horn chirp volumes based on the different build dates of the vehicles.

If a BCM programming event was performed on a customer's vehicle that was originally built with the quiet horn feature, that feature will no longer be retained and the horn will sound at a normal volume level from that point on.

Resolution 1) This is a normal operating characteristic of the vehicle based on the original build date and original BCM software.

Resolution 2) This will also be considered a normal characteristic with the updated BCM software that may have been loaded through previous service work. Dealership service personnel will have to review the previous service history of the vehicle in question and confirm if the BCM was ever replaced or reprogrammed in the past. If it was, this feature was eliminated with the new BCM software.

Once this operation has been eliminated from the vehicle, there is no way to restore it.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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