



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Hood Striker Corrosion

MODELS: 2013-2015 Chevrolet Spark

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 14456A.

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 September 23, 2014. 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.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013-2015 model year Chevrolet Spark vehicles. The involved vehicles were manufactured with a secondary hood latch that may prematurely corrode at the latch pivot causing the striker to get stuck out of position and preventing the striker from properly engaging the hood latch. If the secondary latch corrodes causing the striker to be stuck out of position, and the primary latch is not engaged, it is possible that the vehicle's hood may open unexpectedly. If the hood opened unexpectedly while the vehicle is being driven, the driver's vision will likely be impaired increasing the risk of a vehicle crash.

CORRECTION

Dealers will replace the striker with a new part which has superior corrosion protection.

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

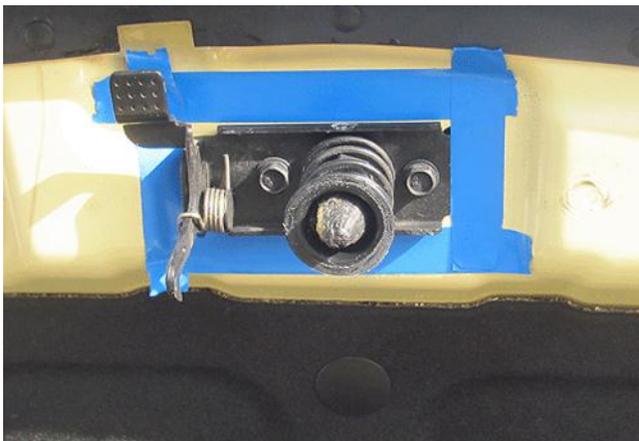
Parts Pre-Ship Information – For US and Canada

Important: Pre-shipment of parts to dealers is now complete. Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal order writing will resume. Parts can be ordered on a DRO = Daily Replenishment Order or on a CSO = Customer Special Order. However, due to limited availability, only SPAC cases will be filled.

Part Number	Description	Quantity/Vehicle
94534170	Striker Assembly, Hood Primary Latch	1

SERVICE PROCEDURE

1. Raise the hood.
2. Locate the hood latch striker assembly, mounted on the hood.



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3. Using masking tape, mark the location of the striker assembly.
4. Remove the striker assembly. Save the fasteners, they will be reused.
5. Install the new striker assembly. Align the striker using the masking tape.

6. **Tighten** 8.5 N.m (75 lb in).
7. Inspect the hood for proper alignment.
8. Remove the masking tape from the hood.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION

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.

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9100962	Install Hood Primary Latch Striker Assembly	0.2	N/A
9101040	Floor Plan Reimbursement	N/A	*

- * The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (September 23, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 39 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2013 Chevrolet Spark	\$ 2.10	\$ 2.57
2014 Chevrolet Spark	\$ 1.89	\$ 2.57
2014 Chevrolet Spark EV	\$ 3.74	\$ 4.10
2015 Chevrolet Spark	\$ 1.95	\$ 2.57
2014 Chevrolet Spark EV	\$ 3.78	\$ 4.10

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – For US (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.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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.

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.





IMPORTANT SAFETY RECALL

January 2015

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2013-2015 Chevrolet Spark vehicle was involved in safety recall 14456. This letter is to inform you that parts needed for the recall repair are available for dealers to order.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013-2015 Chevrolet Spark vehicles. As a result, GM is conducting a safety 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 14456.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The secondary hood latch may prematurely corrode at the latch pivot causing the striker to get stuck out of position and preventing the striker from properly engaging the hood latch. If this premature corrosion occurs and the primary hood latch is not engaged, it is possible that the vehicle's hood may open unexpectedly. If the hood opened unexpectedly while the vehicle is being driven, the driver's vision will likely be impaired increasing the risk of a vehicle crash.

What will we do?

Your Chevrolet dealer will replace the striker with a new part which has superior corrosion protection. 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 15 minutes.

What should you do?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible. Until your vehicle is serviced, you should ensure that your primary hood latch is properly engaged and the hood is closed before driving. Your primary hood latch may not be properly engaged if you notice larger than normal gaps between the hood and the fender and grille.

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	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
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 14V593.

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 #14456