



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



April 30, 2025

[REDACTED]
[REDACTED]
Juneau, AK [REDACTED]

NEF-109 rrr
Ref. No. 11620556

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 Chevrolet Spark vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We understand your concerns with the dealer not completing NHTSA Safety Recall Campaign No. 22V640 on your vehicle. As you know, the recall addresses a problem with the secondary hood latch, which may corrode at the latch pivot, preventing the hood latch from properly engaging on certain MY 2013 through MY 2015 Chevrolet Spark vehicles.

If you have not done so already, we strongly recommend that you report your problem with the recall to General Motors (GM). Your request for assistance or intervention regarding your routine maintenance repairs does not fall under our jurisdiction. We also encourage you to contact GM for assistance in reaching an amicable resolution with dealer regarding the maintenance repairs. You can ask your dealership for a meeting with a GM district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Alaska Attorney General's Office regarding your rights under State law.

In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at [ftc.gov/complaint](https://www.ftc.gov/complaint).

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,




Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement