

GM CUSTOMER CARE AND AFTERSALES  
DCS3396  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 22, 2014

Subject: 14456 - Safety Recall – Release from Stop Delivery Upon Completion of Recall Hood Striker Corrosion

Models: 2013-2015 Chevrolet Spark

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales Manager and Warranty Administrator

General Motors is releasing Safety Recall 14456 today. The total number of U.S. vehicles involved is approximately 89,300. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery September 23, 2014. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Due to part availability, hood primary latch striker assemblies required to complete this recall are being pre-shipped to involved dealers of record on a limited and on-going basis. These pre-shipments began on October 17, 2014. Dealers will receive cancellations on orders placed for the related GM part number listed in the bulletin until further notice. Dealers will be notified when normal ordering can resume.

These pre-shipments will allow dealers to repair vehicles exhibiting this condition and sold vehicles in dealer inventory. Due to part availability, do not repair unsold vehicles in dealer inventory at this time.

**Customer Letter Mailing**

The customer letter mailing will begin in early November, 2014.

**Global Connect (GWM)**

The Investigate Vehicle History screen in the Global Warranty Management system has been updated. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under

Status. However, if a customer contacts the dealer with this condition, dealers are to repair the vehicle with parts from the pre-shipment. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES