

GM CUSTOMER CARE AND AFTERSALES
DCS3365
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 23, 2014

Subject: Stop Delivery Order for Upcoming Safety Recall 14456

Models: 2013-2015 Chevrolet Spark

To: All Chevrolet Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales Manager,
Service Manager, Parts and Service Director, New Vehicle Sales
Manager

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2013-2015 model year Chevrolet Spark vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is 14456.

Until further instructions are received, all 2013-2015 model year Chevrolet Spark vehicles that are in dealer new or used vehicle inventory must be held and not delivered to customers, dealer-traded, released to auction, or used for demonstration purposes. 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 is remedied.

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.

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

The Investigate Vehicle History screen in the Global Warranty Management system will be updated by September 26, 2014 for this upcoming safety recall. 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. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.

The attached file provides the Vehicle Identification Number (VIN) of the involved vehicles that have been identified as currently being in dealer new vehicle inventory. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory is not available.

Additional information will be provided in the near future.

END OF MESSAGE
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