



# IMPORTANT SAFETY RECALL

August 2014

Dear General Motors Customer:

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

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year 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

- This notice applies to your 2014 model year Chevrolet Spark.
- Your vehicle is involved in GM safety recall 14453.
- **FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN INSPECTED OR REPAIRED.**
- Contact your GM dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for inspection. **Do not drive your vehicle to the dealership.**
- This service will be performed for you at **no charge**. You will also be provided with a courtesy vehicle while your vehicle is being serviced.

### Why is your vehicle being recalled?

Some of these vehicles have a condition in which a lower control arm bolt was not fastened to specification. This condition could result in noise from the front suspension and separation of lower control arm from the steering knuckle while driving, resulting in loss of steering control, potentially increasing the risk of a crash.

### What will we do?

Your Chevrolet dealer will inspect the RH and LH lower control arm ball joint bolt and torque the bolt to specification. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction or service correction time of approximately 30 minutes. This service will be performed for you at **no charge**.

### What should you do?

You should contact your Chevrolet dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for inspection. A courtesy vehicle will be provided, if needed. **Do not drive your vehicle to the dealership.**

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**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020 or Text Telephones (TTY 1-800-833-2438).

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 14V440.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall #14453

