



# IMPORTANT SAFETY RECALL

December 2014

This notice applies to your vehicle, **VIN:** \_\_\_\_\_.

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 2011-2015 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

- Your vehicle is involved in GM recall 14456.
- We will send you another notice to inform you when to schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at no charge.

General Motors recently discovered a data system issue which may have caused some current owners of vehicles -- that were originally purchased by fleet buyers in the U.S. and Canada -- to not receive certain recall communications from GM. This issue may have prevented prior letters concerning this recall from reaching you, which is why you are receiving this letter. We have corrected our data system and apologize for any delay in providing this letter to you.

In cooperation with the National Highway Traffic Safety Administration (NHTSA) we recommend that you check your vehicle identification number periodically at the GM recall website (<https://recalls.gm.com>) or at NHTSA's website (<https://vinrcl.safercar.gov/vin/>), where you can find the most up-to-date recall information for your vehicle.

### 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?

Parts are now becoming available. We will send you another notice to inform you when parts are available to repair your vehicle. In the

meantime, if your primary hood latch is not secure – i.e., there is a noticeable gap between the hood and the fender and grille, and you are unable to or are unsure of how to properly close your hood and eliminate the gap, you should contact your dealer right away. Service performed by your dealer to replace the striker will be performed for you at **no charge**. You can also check the status of this recall at [www.recalls.gm.com](http://www.recalls.gm.com).

**What should you do?**

If you notice a larger than normal gap between the hood and the fender and grille, and you are unable to properly close your hood and eliminate the gap, please contact your dealer. You should always 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.



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