

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

July 2017

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 certain 2016-2017 model year Chevrolet Spark vehicles may not comply with Federal/Canada Motor Vehicle Safety Standard (“FMVSS”) / (CMVSS) 208, “Occupant Crash Protection.” As a result, GM is conducting a 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 safety recall 17199.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

During air bag compliance testing using test dummies representative of a three-year-old and a six-year-old child that is unbelted and out of position in the front passenger seating position, the dummy instrumentation recorded axial neck force from the air bag's deployment greater than permitted by the safety standard cited above.

Although it is unsafe and inadvisable for a child occupant to ride unsecured in the front passenger seat, a child not wearing a seat belt and in that seating position at the time of a crash necessitating air bag deployment may be subject to an increased risk of injury.

Whenever possible, children aged 12 and under should be in the rear seat. Children are safer when properly secured in a rear seat in a child restraint appropriate for their weight and size. Please see your vehicle's owner manual for information regarding proper child restraint.

This condition does not impede or prevent air bag functionality when the front passenger seating position is occupied.

What will we do?

Your GM dealer will replace the passenger air bag (PAB) module with a low-risk deployment (LRD) air bag module that has an added folded-in flap. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 2 hours and 20 minutes.

Even though initial part availability will be limited, we are committed to repairing your vehicle as quickly as possible and expect to have an adequate supply of parts to begin repairs on July 24, 2017.

What should you do?

You should contact your GM dealer to arrange a service appointment on or after July 24, 2017.

Until the repair can be performed on your vehicle, any passenger who is seated in the front passenger seat should have the safety belt secured at all times when riding in the vehicle.

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	1-800-630-2438	1-800-833-2438
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 17V307

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 17199