



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** 2014 CVT7 TCM Exchange

**Models:** 2014 Chevrolet Spark  
Equipped with the Jatco CVT7 transmission RPO M4M

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

As part of our ongoing quality improvement efforts the 2014 Chevrolet Spark equipped with the Jatco CVT7 transmission (RPO M4M) TCM Part number 25188346, will be placed on a parts restriction through the Product Quality Center (PQC). This parts restriction will assist Engineering with product feedback. Your cooperation with this program is greatly appreciated. Prior to contacting the PQC please fill out the information listed below as accurately as possible.

### Recommendation/Instructions

If you require a TCM for a 2014 Chevrolet Spark equipped with the Jatco CVT7 transmission (RPO M4M), please complete the diagnostic questionnaire before you contact the PQC at 1-866-654-7654.

CVT7 TCM Diagnostic Work Sheet

2014 Chevrolet Spark

CVT7 TCM

Restricted Part Number 25188346

Important: Dealers cannot order Part # 25188346 for stocking their inventory.

Caller's Name/Position:

Direct Phone Number:

Date:

◆

Times in /days down:

◆

Part Manger's Name:

◆

Dealership's Fax Number:

◆

Dealership's Parts Fax Number:

◆

Dealer's Correct Address:

Is the restricted part being requested for Customer pay? Yes No

If yes, STOP; do not complete template. Call PQC

Has dealer completed questions in PIP5160 and reviewed serviceable components? Yes No

[If dealer is not prepared to answer template questions, he must review bulletin and call back.]

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Customer Concern: \_\_\_\_\_

Repeat Complaint: Yes No

◆

Was the concern duplicated? Yes NO

◆

If duplicated, is it constant or intermittent? Constant Intermittent

◆

Broadcast Code: \_\_\_\_\_

◆

Failed Transmission Serial Number: \_\_\_\_\_

◆

MIL ON: Yes NO

◆

DTC: Current: \_\_\_\_\_

◆

DTC: History: \_\_\_\_\_

◆

Vehicle Speed: \_\_\_\_\_ MPH Gear Selector Position \_\_\_\_\_ Trans Fluid Temp \_\_\_\_\_ (degrees)

No Starter Engagement/Crank Yes No

◆

Harsh Engagement Yes No

◆

Harsh Engagement	Yes	No
◆		
Poor Shift: (Shock – Eng Flare)	Yes	No
Vibration: (Shudder)	Yes	No
Ratio Fixed Gear: (1st Gear 2nd Gear)	Yes	No
ENG Stall:	Yes	No
Slip	Yes	No
Idle Fluctuation:	Yes	No
Poor Drivability:	Yes	No
Won't Move:	Yes	No
Driving Condition:		
Stop At Idle :	(Y/N)	
Deceleration:	(Y/N)	
Part Throttle:	(Y/N)	
Take Off:	(Y/N)	
Cruise Speed:	(Y/N)	
Wide Open Throttle:	(Y/N)	
Just Before Stop:	(Y/N)	
Converter Clutch Engagement:	(Y/N)	
With A/C On:	(Y/N)	
Acceleration:	(Y/N)	
Converter Clutch Release:	(Y/N)	
While Towing:	(Y/N)	
Environment:		
When Hot:	(Y/N) Above 85 Degrees F	(Y/N)
When Cold:	(Y/N) Below 10 Degrees F	(Y/N)
High Altitude:	(Y/N)	
Road Condition:		
Type:		
Smooth:	(Y/N)	
Bumpy:	(Y/N)	
Flat:	(Y/N)	
Potholes:	(Y/N)	
Curve: (Right - Left) :	(Y/N)	
Uphill:	(Y/N)	
Downhill:	(Y/N)	
Dirt:	(Y/N)	
Cement:	(Y/N)	
Gravel:	(Y/N)	
Blacktop:	(Y/N)	
Surface:		
Wet:	(Y/N)	
Dry:	(Y/N)	
Traffic Condition:		
Stop and Go:	(Y/N):	
Light Traffic:	(Y/N)	
Heavy Traffic:	(Y/N):	
All Traffic Conditions:	(Y/N):	

All Traffic Conditions: (Y/N):

Vehicle Usage:

Is the vehicle used for personal or commercial use? \_\_\_\_\_

Is the vehicle primary used for:

Commuter: (Y/N):

Delivery: (Y/N):

Leisure: (Y/N):

ETC: \_\_\_\_\_

Accident History:

No:

Yes: at \_\_\_\_\_ Miles

Previous Repairs Related to concern: \_\_\_\_\_

Trans Fluid Level:

Correct: (Y/N):

Low: (Y/N):

High: (Y/N):

Mixed With Other Fluid/Coolant: (Y/N)

Fluid Condition:

Normal: (Y/N)

Burnt: (Y/N):

Metal Contamination: (Y/N):

Stall test:

D: \_\_\_\_\_ RPM

R: \_\_\_\_\_ RPM

Line Pressure:

P and N: \_\_\_\_\_ MPA

D and R at Idle: \_\_\_\_\_ MPA

D and R at Stall: \_\_\_\_\_ MPA

Are there any non-factory devices or modifications to the vehicle? (Eng Performance, Suspension, Tire Size ETC)

Yes No If yes, please describe \_\_\_\_\_

Technician Diagnosis Opinion: \_\_\_\_\_

Technician ID# \_\_\_\_\_

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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