



Service Bulletin

PRELIMINARY INFORMATION

Subject: 2014-2015 CVT7 TCM Exchange

Models: 2014-2015 Chevrolet Spark
Equipped with the Jatco CVT7 transmission RPO M4M

This PI was superseded to update Model Years and Recommendation/Instructions. Please discard PIP5160.

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, is 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.

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.

2014-2015 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 HERE and contact the PQC

Customer Concern:

◆

Repeat Complaint: Yes No

◆

Was the concern duplicated? Yes NO

◆

If duplicated, is it constant or intermittent? Constant Intermittent

◆

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
◆
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 : Yes No
◆
Deceleration: Yes No
◆
Part Throttle: Yes No

◆
Take Off: Yes No
◆
Cruise Speed: Yes No
◆
Wide Open Throttle: Yes No
◆
Just Before Stop: Yes No
◆
Converter Clutch Engagement: Yes No
◆
With A/C On: Yes No
◆
Acceleration: Yes No
◆
Converter Clutch Release: Yes No
◆
While Towing: Yes No
◆
Environment:
When Hot: (Y/N) Above 85 Degrees F Yes No
◆
When Cold: (Y/N) Below 10 Degrees F Yes No
◆
High Altitude: Yes No
◆
Road Condition:

Type:
◆
Smooth: Yes No
◆
Bumpy: Yes No
◆
Flat: Yes No
◆
Potholes: Yes No
◆
Curve: (Right - Left) : Yes No
◆
Uphill: Yes No
◆
Downhill: Yes No
◆
Dirt: Yes No
◆
Cement: Yes No
◆
Gravel: Yes No
◆
Blacktop: Yes No
◆
Surface:
Wet: Yes No
◆

Dry: Yes No
◆
Traffic Condition:
Stop and Go: Yes No
◆
Light Traffic: Yes No
◆
Heavy Traffic: Yes No
◆
All Traffic Conditions: Yes No
◆
Vehicle Usage:
Is the vehicle used for personal or commercial use?
◆
Is the vehicle primary used for:
◆
Commuter: Yes No
◆
Delivery: Yes No
◆
Leisure: Yes No
◆
ETC:
◆
Accident History:
No:
◆

Yes: at _____ Miles
Previous Repairs Related to concern
Trans Fluid Level:
Correct: Yes No
◆
Low: Yes No:
◆
High: Yes No):
◆
Mixed With Other Fluid/Coolant: Yes No
◆
Fluid Condition:
Normal: Yes No
◆
Burnt: Yes No
◆
Metal Contamination: Yes No
◆
Are there any non-factory devices or modifications to the vehicle? Yes No
(Eng Performance, Suspension, Tire Size ETC)
◆
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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