



Recall Bulletin



PRODUCT SAFETY RECALL

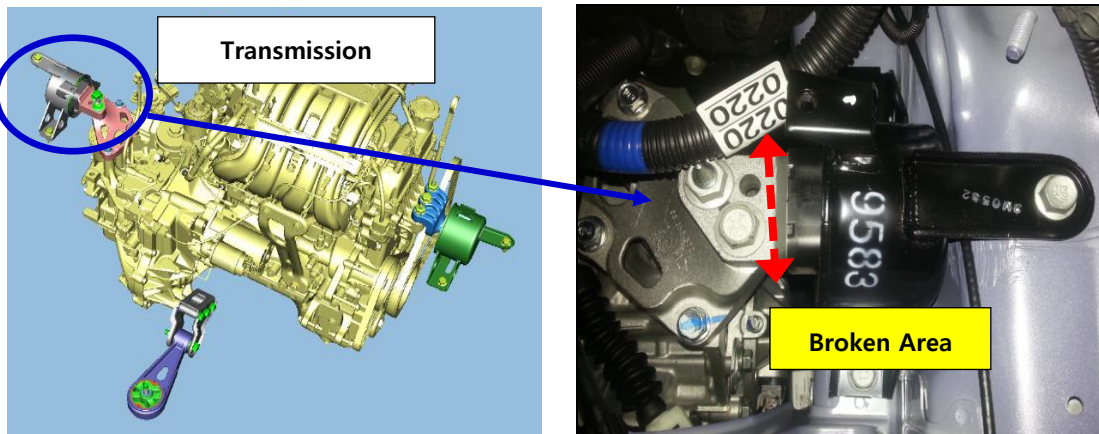
SUBJECT: TRANSMISSION MOUNT BROKEN

MODELS: 2013 Chevrolet SPARK

This bulletin is being revised to change the Service Procedure by replacing all the T/M mount. The enclosed Owner Letter has also been changed. Please discard previous Bulletin Number 13449A.

CONDITION

Certain Spark vehicles may experience a broken transmission mount while driving.



CORRECTION

Replace the transmission mount.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required

inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part No.	Part Name	Q'ty /Veh.
95969583	Transmission Mount	1

SERVICE PROCEDURE

Replace the transmission mount. Refer to Transmission Mount Replacement in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Operation	Labor Operation Description	Labor Time	Causal Parts No
9100670	Replace Transmission Mount	0.6	95969583

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle.

DEALER RECALL RESPONSIBILITY

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

DD MM 2014

Dear Chevrolet Owner,

With this letter, we would like to inform you of our decision to implement a product safety recall for certain 2013 model year Chevrolet Spark vehicles.

Chevrolet has detected a possibility that the subject vehicles may in some instances experience transmission mount broken which may cause the transmission to droop. In such event, the transmission torque transfer to wheels will be disconnected due to the driveshaft disconnection.

According to our records, you own a vehicle which is subject to this product safety recall. We hereby request you to visit your dealer or authorized service center to have your vehicle immediately serviced. Your dealer or authorized service center will replace the transmission mount free of charge.

Please contact your dealer or authorized service center to schedule an appointment for this safety recall. Service instructions have already been sent to your dealer and authorized service center, and this service can be completed around 40 minutes. If your dealer or authorized service center has a number of vehicles awaiting service, then there may be additional time required.

If you have any questions or concerns, please feel free to contact your dealer or Chevrolet Customer Relations Department at -----.

We apologize for inconvenience.

Sincerely,
[Chevrolet]