

CSC-10057645-4572

February 2015

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Spark may have a condition where the rear window defogger may not function as efficiently as possible. Incorrect software was programmed into the body control module when customer satisfaction program 13424 was performed on your vehicle.

Your satisfaction with your Chevrolet Spark is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your Chevrolet dealer will reprogram the body control module. This service will be performed at **no-charge**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any 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	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Spark provides you many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience