



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Inefficient Rear Window Defog Function

MODELS: 2014 Chevrolet Spark

CONDITION

Certain 2014 model year Chevrolet Spark model vehicles may have a condition where the rear window defogger may not function as efficiently as possible. Incorrect software was programmed in the body control module when customer satisfaction program 13434 was performed on the vehicle.

CORRECTION

Dealers are to reprogram the body control module.

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 to US and Canadian dealers 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

No are parts required for this repair.

SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

To program an existing K9 Body Control Module, perform the following procedure:

1. Install *EL-49642* SPS programming support tool.

Note: Make sure the vehicle ignition switch state is in appropriate position for the following step.

- For Key Ignition System, begin with the ignition in the RUN position.
 - For Push Button Start System, begin with the vehicle in vehicle ON power mode.
2. Access the Service Programming System (SPS) and follow the on-screen instructions. Refer to Service Programming System (SPS) documentation in SI for programming instructions.
 3. On the SPS Supported Controllers screen, select K9 Body Control Module - Programming and follow the on-screen instructions.

Note: When performing the Tire Pressure Monitor Sensor Learn during BCM setup, the *EL-46079* or *EL-50448* tire pressure monitor diagnostic tool must be used to activate each tire pressure sensor for vehicles with UJM.

4. On the SPS Supported Controllers screen, select K9 Body Control Module - Setup (or K9 Body Control Module - Configuration & Setup) and follow the on-screen instructions.
5. Check the driver information center display for additional messages regarding further calibration instructions. If there are no additional driver information center instructions present, programming is complete.
6. At the end of programming, choose the "Clear DTCs" function on the SPS screen.

7. If ABS, Traction Control and/or Stabilitrak indicators are ON and DTC C0161 is set in the K17 Electronic Brake Control Module after performing BCM programming and setup, do the following:
 - 7.1 Disconnect the scan tool from the X84 Data Link Connector.
 - 7.2 Ignition OFF, all access doors closed, all vehicle systems OFF, and all keys at least 3 m (9.8 ft) away from the vehicle. It may take up to 2 min to power down.
 - 7.3 Ignition ON, verify DTC C0161 is in history. If not, repeat the above step to make sure the vehicle is in sleep mode.
8. Use the scan tool to clear the DTCs.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

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

Labor Code	Description	Labor Time
9101266	Reprogram BCM with SPS	0.5

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

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

Dealers are to service all vehicles subject to this program 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 involved vehicle 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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

GM CUSTOMER CARE AND AFTERSALES
DCS3540
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 10, 2015

Subject: 14419 - Customer Satisfaction Program
Inefficient Rear Window Defog Function

Models: 2014 Chevrolet Spark

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Customer Satisfaction Program 14419 today. The total number of U.S. vehicles involved is approximately 3,800. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 13, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 11, 2015. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR is available February 10, 2015.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES