



Service Bulletin

PRELIMINARY INFORMATION

Subject: 2014-2015 CVT Transmission Assembly Exchange

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

This PI was superseded to update Recommendation/Instructions. Please discard PIP5120A

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 2014-2015 Chevrolet Spark equipped with the Jatco CVT7 transmission (RPO M4M) P/N 25184064 will be placed on a parts restriction through the Product Quality Center (PQC) on 07/15/2013.

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 transmission assembly component for a 2014-2015 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.

Before contacting the PQC search all modules for DTCs and road test the vehicle while monitoring the TCM and ECM data using GDS2 software while attempting to duplicate the customers concern.

This data may be requested before a replacement transmission is shipped to the dealer.

If the customers concern is a noise and the noise can be duplicated and appears to be coming from the transmission refer to PIP5275.

CVT Transmission Diagnostic Work Sheet
Caller's Name/Position:
Technician's Direct Phone:
Technician's ID #:
Technician's Signature:
Times In/Days Down:
Parts Manager's Name:
Dealership's Fax Number:

Parts Fax Number:
Dealership's Correct Address:
Is the restricted part being requested for Customer Pay?
Has the vehicle been modified with non-production accessories?
If yes, describe:
What was the customer's concern?
Is this a repeat concern? (Y/N)
Was the concern duplicated? (Y/N)
If yes, is it constant or intermittent?
When does the concern occur. (only note the applicable)
Just before stop?
Stop & go?
While stopped, at idle?
On take-off?
During acceleration?
During deceleration?
At cruise speed (mph/kph)?
Part throttle?
Wide-open throttle?
When converter clutch is engaged?
When converter clutch is released?
Gear select position (Drive, Reverse, etc.)?
With A/C on?

While towing?
When vehicle is hot?
When vehicle is cold?
Are any of the following symptoms are present (only note the applicable)
Fluctuation at idle?
No starter engagement / no crank?
Harsh engagement?
High shift lever effort?
Engine stall?
Poor drivability?
Poor shift (shock and/or engine flare)?
Vibration (shudder)?
Slip?
No movement?
Ambient temp during the concern
When hot (above 85 F / 29 C)?
When cold (below 10 F / -12 C)?
Broadcast Code:
Failed Transmission Serial Number:
Any DTCs?
If Yes,
List any current DTCs:
List any stored DTCs:

Any leaks? (Y/N)
If Yes,
What type of leak?
When does the leak occur?
Where is the leak located?
Any Noise ? (Y/N)
If Yes,
What kind of noise?
Buzz?
Clunk?
Whine?
Rattle?
Other (describe)?
Are there any previous repairs related to this concern? (Y/N)
If Yes, Describe:
Was fluid level correct during diagnosis? (Y/N)
What is the condition of the trans fluid (normal/burnt)?
Is there any metal or coolant mixed with the trans fluid? (Y/N)
Was a stall test performed? (Y/N)

If Yes,
RPMs for stall in Drive:
RPMs for stall in Reverse:
Was a line pressure test performed? (Y/N)
If Yes,
PSI for Park/Neutral:
PSI for Drive/Reverse at idle:
PSI for Drive/Reverse at stall:

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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