



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Drive Quality Degradation and/or Transmission Harsh Shifts  
**MODELS:** 2014-2015 Chevrolet Spark  
Equipped with Continuously Variable Ratio Automatic Transmission (CVT)  
(RPO M4M)

.....  
THIS PROGRAM IS IN EFFECT UNTIL JANUARY 31, 2018  
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### CONDITION

**Certain** 2014-2015 model year Chevrolet Spark vehicles equipped with a continuously variable ratio automatic transmission (CVT) (RPO M4M), may have a condition in which the drive pulley and belt could be damaged if they experience an unexpected harsh shift event.

### CORRECTION

Dealers are to reprogram the transmission control module (TCM) to prevent drive quality degradation and/or harsh shifts.

### 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. 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 parts are 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 you are directed by a service procedure or you are directed by a General Motors service bulletin. Programming a control module at any other time will not permanently correct a customer's concern.
- It is essential that the TIS terminal, MDI, and/or Scan Tool, is equipped with the latest software before performing service programming.
- 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.
- Some vehicles may require the use of a CANDi or MDI module for programming.
- Review the appropriate service information for these procedures.
- DTCs may set during programming. Clear DTCs after programming is complete.
- Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Note:** Use a scan tool to view and record the Transmission Control Module – End Model Part Number in the original TCM prior to starting the TCM reprogramming procedure.

1. Install *EL-49642* SPS Programming Support Tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. Select Chevrolet (GM Korea) as the Salesmake.
4. Select the appropriate Model Year, Vehicle Type, and Car Line.
5. On the SPS Supported Controllers screen, select K71 Transmission Control Module and follow the on-screen instructions.
6. After the programming event has completed, perform the Transmission Adaptive Pressure Reset. Refer to *Transmission Adaptive Pressure Reset* in SI.

**Note:** After programming, perform the following to avoid future misdiagnosis:

7. Turn the ignition OFF for 30 seconds.
8. Turn the ignition ON with the engine OFF.
9. Use the scan tool in order to retrieve history DTCs from all modules.
10. Clear all history DTCs.

### COURTESY TRANSPORTATION

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
9101974	Transmission Control Module Reprogramming with SPS	0.5

### CUSTOMER NOTIFICATION

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

### 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, through January 31, 2018.

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 through January 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



January 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2014 or 2015 model year Chevrolet Spark equipped with a continuously variable ratio automatic transmission (CVT), may have a condition in which the drive pulley and belt could be damaged if they experience an unexpected harsh shift event.

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

**What We Will Do:** Your GM dealer will reprogram the transmission control module to prevent drive quality degradation and/or harsh shifts. This service will be performed for you at **no charge until January 31, 2018**. After that, any applicable warranty will apply.

**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
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 vehicle provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience