



Service Bulletin

PRELIMINARY INFORMATION

Subject: PQC Part Restriction - E84 ECM Part Number: 12672780

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Spark	2016	2016			All	All

Condition	As part of our ongoing quality improvement efforts, the following part number was placed on restriction through the PQC to assist GM Engineering with product feedback. Restricted Part Number: 12672780
Cause	
	If your diagnostics using SI have led to the replacement of the ECM, please complete the following questionnaire BEFORE contacting the PQC at 1-866-654-7654
	Caller's Name/Position:
	Direct Phone Number:
	A completion of the Template questions and a call transfer to TAC Powertrain is required for the following (with the exception where ECM should be released as the Model is not listed or the DTC set indicates the ECM should be released).
	Q1: Is the Restricted part being requested for:
	Customer Pay
	A Model Year Not Listed
	A Vehicle Line Not Listed
	Q2: Customer's Concern: Customer's concern duplicated? If SES light is on, what is the DTC?
	Q3: List all history and current (active) DTCs in all control modules:

Q4: Are any of the DTCs repeatable? (Y/N)
Q5: Is the condition temperature related? (Y/N)
If no, continue to the next question
If yes, under what conditions?
Q6: What SI documents were used for diagnosis? (Y/N)
What step in the Circuit/System Testing section led to replacement?
Q7: Are you using a LAN cable or wireless connection for reprogramming?
Q8: Were there any previous repairs related to this concern? (Y/N)
Q9: Is the vehicle modified with any non-production accessories? (Y/N)
Q10: Does the vehicle have a recent history of low battery voltage or been jump-started? (Y/N)
Q11: Has the battery recently been charged? (Y/N)
Q12: Were the wires/harnesses checked for proper routing and free from damage, stretch, pinch, etc. (Y/N)
Q13: Have all the engine grounds been checked? (Y/N) (If no, check)

	Q14: Have the ECM connectors been checked for "backed out" or damaged connector/terminals? (Y/N)
	(If no, check)
	Q15: Are there any programming issues? (Y/N)
	Q16: Is there a TAC Case#:
	TAC's recommendation?
	Additional RPO/s:

Parts Information

Description	Part Number	Qty
ECM	12672780	

Version	1
Modified	June 29, 2016

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.

