

# Customer Satisfaction Program

## 17455 Dinghy Towing Causing Tire Squeal



Reference Number: A172119210

Release Date: March 2018  
Revision: 00

**Attention:** This program is in effect until March 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Spark	2017	2018	MR7	Manual Transmission

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2017-2018 model year Chevrolet Spark vehicles, equipped with a manual transmission (RPO MR7), may experience electronic stability control (ESC) brake activation under certain conditions while being dinghy towed. When the vehicle is being towed on a curved road or in a turn, ESC brake activation of one wheel may occur resulting in an audible tire squeal.
<b>Correction</b>	Print and insert revised owner manual page(s) included with this bulletin.

### Parts

Quantity	Part Name	Part No.
1	English and French Canadian Language Owner Manual Insert	84488998

**For US:** Limited quantity of the preprinted owner manual inserts are available through the GM 1Store via GlobalConnect. Please log in and order the appropriate item number owner manual booklet(s) using the chart above. The booklet will be provided at no charge and includes both English and French Canadian. **Do not order booklets from GMCCA.** Once the GM 1Store is out of the booklets, dealers are to print the appropriate language owner manual insert for their service area provided in the service procedure.

**For Canada:** Dealers are to print the appropriate language owner manual insert for their service area provided in the service procedure (preprinted owner manual inserts are not available).

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103547	Print and Install Owner Manual Insert	0.1	ZFAT	N/A

### Service Procedure

1. Print the appropriate language owner manual insert for your service area.
2. Locate the owner manual in the accessories bag.
3. Install the owner manual inserts to the owner's manual.

# Customer Satisfaction Program

## 17455 Dinghy Towing Causing Tire Squeal

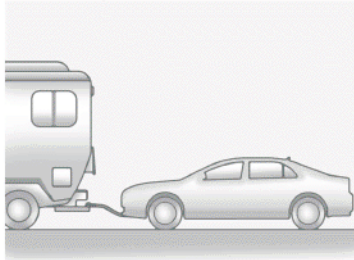


USA/Canada (English)

### Insert to the 2017 and 2018 Chevrolet Spark Owner's Manual

*This information replaces the "Dinghy Towing (with Manual Transmission)" information under "Recreational Vehicle Towing" found in the owner's manual.*

#### Dinghy Towing (with Manual Transmission)



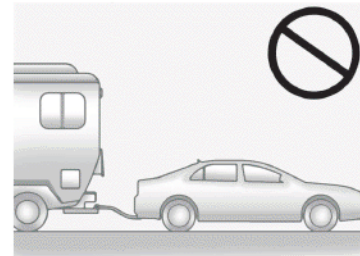
Litho in U.S.A.  
Part No. 84488998

To dinghy tow the vehicle from the front with all four wheels on the ground:

1. Position the vehicle to tow and then secure it to the tow vehicle.
2. Apply the parking brake.
3. Shift the transmission to Neutral.
4. Disconnect the negative battery cable at the battery. See "Negative Battery Cable Disconnection" following.
5. Cover the negative battery post with a non-conductive material to prevent any contact with the negative battery terminal.
6. Release the parking brake.

#### Caution

If 113 km/h (70 mph) is exceeded while towing the vehicle, it could be damaged. Never exceed 113 km/h (70 mph) while towing the vehicle.



©2018 General Motors LLC. All Rights Reserved.

4962285

2

#### Caution

Towing the vehicle from the rear could damage it. Also, repairs would not be covered by the vehicle warranty. Never have the vehicle towed from the rear.

To disconnect the towed vehicle:

1. Park on a level surface.
2. Apply the parking brake.
3. Make sure that the ignition is off.
4. Remove any tape, glue, or excess material from the negative battery post.
5. Connect the battery. See "Negative Battery Cable Reconnection" following.
6. Disconnect the vehicle from the tow vehicle.
7. Release the parking brake.

*This information is in addition to the "Battery - North America" information found in the owner's manual.*

#### Negative Battery Cable Disconnection

#### Warning

Before disconnecting the negative battery cable, turn off all features, turn the ignition off, and remove the key, if equipped, from the vehicle. If this is not done, you or others could be injured, and the vehicle could be damaged.

#### Caution

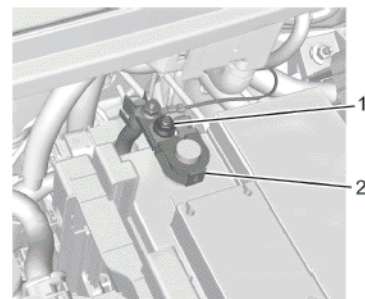
If the battery is disconnected with the ignition on or the vehicle in Retained Accessory Power

(Continued)

#### Caution (Continued)

(RAP), the OnStar back-up battery will be permanently discharged and will need to be replaced.

1. Make sure the lamps, features, and accessories are turned off.
2. Turn the ignition off and remove the key, if equipped.



4962286



3. Loosen the negative battery cable nut (1).
4. Remove the negative battery cable (2) from the battery.

**Negative Battery Cable Reconnection**

Caution
When reconnecting the battery: <ul style="list-style-type: none"><li>• Use the original nut from the vehicle to secure the negative battery cable. Do not use a different nut. If you need a replacement nut, see your dealer.</li><li>• Tighten the nut by hand. Do not use an impact wrench or power tools to tighten the nut.</li></ul> The vehicle could be damaged if these guidelines are not followed.

Caution
Do not use paints, lubricants, or corrosion inhibitors on the nut that secures the negative battery cable to the vehicle. This could damage the vehicle.

1. Install the negative battery cable (2) to the battery.
2. Install the negative battery cable nut (1) and tighten.
3. Turn the ignition on.

4962288

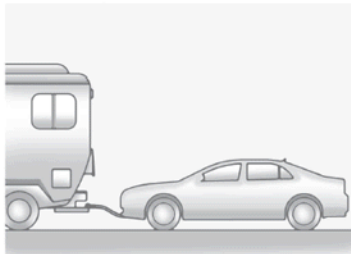


French Canadian

**Encart dans le guide du propriétaire pour Chevrolet Spark 2017 et 2018**

Ces informations remplacent le chapitre « Remorquage sur quatre roues (avec boîte de vitesses manuelle) » sous « Remorquage avec véhicule de loisir » dans le manuel du propriétaire.

**Remorquage sur quatre roues (avec boîte de vitesses manuelle)**



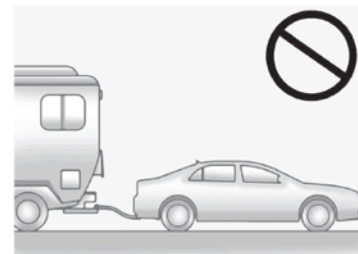
Imprimé aux États-Unis  
 Numéro de pièce 84488998

Pour effectuer un remorquage pneumatique du véhicule par l'avant avec les quatre roues sur la route :

1. Positionner le véhicule à remorquer, puis le fixer au véhicule remorqueur.
2. Serrer le frein de stationnement.
3. Mettre le levier de vitesses au point mort (N).
4. Débrancher le câble négatif de la batterie au niveau de la batterie. Voir « Débranchement du câble négatif de la batterie » ci-après.
5. Recouvrir la cosse négative de la batterie avec un matériau non-conducteur pour empêcher tout contact avec la borne négative de la batterie.
6. Desserrer le frein de stationnement.

**Attention**

Si vous dépassez 113 km/h (70 mi/h) pendant le remorquage de votre véhicule, il pourrait subir des dégâts. Ne jamais dépasser 113 km/h (70 mi/h) lors du remorquage de votre véhicule.



©2018 General Motors LLC. Tous droits réservés.

4962301

**2**

**Attention**

Le remorquage du véhicule par l'arrière pourrait provoquer des dégâts dont les réparations ne seraient pas couvertes par la garantie. Ne jamais remorquer votre véhicule par l'arrière.

Pour désaccoupler le véhicule remorqué :

1. Stationner sur une surface de niveau.
2. Serrer le frein de stationnement.
3. S'assurer que le contact est coupé :
4. Retirer tout ruban adhésif, colle ou excédent de matériau de la cosse négative de la batterie.

5. Brancher la batterie. Voir « Rebranchement du câble négatif de la batterie » ci-après.
6. Désaccoupler le véhicule du véhicule tracteur.
7. Desserrer le frein de stationnement.

Cette information complète au chapitre « Batterie - Amérique du Nord » dans le manuel du propriétaire.

**Débranchement du câble négatif de la batterie**

**⚠ Avertissement**

Avant de débrancher le câble négatif de la batterie, éteindre toutes les fonctions, couper le contact et retirer la clé, selon l'équipement, du véhicule. Si ce

(Suite)

**Avertissement (Suite)**

n'est pas fait, vous ou d'autres personnes pourriez être blessés et le véhicule endommagé.

**Attention**

Si la batterie est débranchée avec le contact mis ou le véhicule en Réserve de courant (RAP), la batterie de secours OnStar se déchargera définitivement et devra être remplacée.

1. S'assurer que les feux, fonctions et accessoires sont éteints.
2. Couper le contact et retirer la clé, le cas échéant.

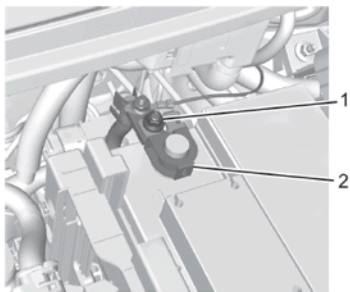
4962304

# Customer Satisfaction Program

## 17455 Dinghy Towing Causing Tire Squeal



3



3. Desserrer l'écrou de câble négatif de batterie (1).
4. Déposer le câble négatif de batterie (2) de la batterie.

### Rebranchement du câble négatif de la batterie

#### Attention

Lors du rebranchement de la batterie :

- Utiliser l'écrou d'origine du véhicule pour fixer le câble négatif de batterie. Ne pas utiliser d'écrou différent. Si vous avez besoin d'un écrou de rechange, consulter votre concessionnaire.
- Serrer l'écrou à la main. Ne pas utiliser de clé à chocs ou d'outils électriques pour serrer l'écrou.

Le véhicule pourrait être endommagé si ces consignes ne sont pas appliquées.

#### Attention

Ne pas utiliser de peintures, de lubrifiants ou d'agents anticorrosion sur l'écrou fixant le câble négatif de batterie au véhicule. Cela pourrait endommager le véhicule.

1. Reposer le câble négatif de batterie (2) sur la batterie.
2. Poser l'écrou du câble négatif de batterie (1) et le serrer.
3. Mettre le contact.

4962305

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 2019. 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 March 31, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

### Customer Notification

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

# Customer Satisfaction Program

## 17455 Dinghy Towing Causing Tire Squeal



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.

---

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## 17455 Dinghy Towing Causing Tire Squeal



March 2018

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

Dear General Motors Customer:

We have learned that your 2017-2018 model year Chevrolet Spark vehicle equipped with a manual transmission, may experience electronic stability control (ESC) brake activation under certain conditions while being dinghy towed. When the vehicle is being towed on a curved road or in a turn, ESC brake activation of one wheel may occur resulting in an audible tire squeal.

Your satisfaction with your Chevrolet Spark is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** A replacement owner manual insert, describing the correct dinghy towing procedure is included with this letter.

**What You Should Do:** Find the enclosed replacement owner manual insert. Add the insert to the vehicle owner manual and keep them with your vehicle for future reference.

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

Enclosure  
17455

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4685  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 2, 2018

Subject: 17455 - Customer Satisfaction Program  
Dinghy Towing Causing Tire Squeal

Models: 2017-2018 Chevrolet Spark  
Equipped with manual transmission (RPO MR7)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17455 today. The total number of U.S. vehicles involved is approximately 3,357. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on March 19, 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today, March 2, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS