

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5472
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 6, 2020

Subject: N192271110 - Special Coverage
Transmission Pulley Damage
Revised Parts Table

Models: 2014 – 2015 Chevrolet Spark
Equipped with Continuously Variable Automatic Transmission (RPO
M4M)

To: All General Motors Dealers

This bulletin is being revised to update the parts table. Please note, we have updated the parts table prior to sufficient inventory to prevent dealers from ordering the wrong part number on the involved vehicles. However, we have little to no inventory but plan to have all the parts available for ordering the week of August 10, 2020.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192271110 Transmission Pulley Damage



Release Date: August 2020

Revision: 01

Revision Description: This bulletin is being revised to update the parts table. Please discard all previous copies of N192271110.

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Spark	2014	2015	M4M	Continuously Variable Ratio Automatic Transmission

Involved vehicles are identified on the Applicable Warranties section 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.

Condition	On some 2014 – 2015 model year Chevrolet Spark vehicles, the transmission drive pulleys and internal belt can be damaged if the driver experiences an unexpected harsh shift event. If this occurs, debris may be released inside the transmission, damaging the transmission. Initially, the driver may experience a decrease in drive or shift quality. If not corrected the condition may progress as follows; additional debris inside the transmission, illuminated malfunction indicator light, a reduced power state may be experienced, and a loss of propulsion may occur.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after January 22, 2020, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to January 22, 2020, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage (“Customers”) are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer’s right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the transmission. The repairs will be made at no charge to the customer.

Special Coverage Adjustment

N192271110 Transmission Pulley Damage



Parts

Quantity	Part Name	Part No.
1	M4M Transmission (CVT)	25184064
2	NUT-FRT WHL DRV SHF	94515437
2	WASHER	11611963
2	WASHER,FRT WHL DRV SHF	94525149
1	RING-FRT WHL DRV SHF RET	95327831
1	GASKET,CTLTC CONV	96337657
1	GASKET,EXH MUFF	96395470
1	Seal kit - A/C evpr TXV	95328871
1	Seal, A/C EVPR TUBE	13579649
1	Seal, A/C CMPR & CNDSR HOSE	02724966
1	Seal, A/C COMPR & CNDSR HOSE	52474373
As Needed	R134A Refrigerant	12356150 (US) 10953485 (Canada)
As Needed	PAG oil	88901445 (US) 88900060 (Canada)
1	Dex-Cool Engine Coolant	12346290 10953464 (Canada)
7 qts	Transmission Fluid	19260800 (US) 19299096 (Canada)
3	Torque Converter Bolts	11588468

It is estimated that there are only 12% involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Note: Based on our records it appears that there may be a significant amount of Dealer shelf stock. Please validate your shelf stock prior to ordering for this Recall.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900666	Diagnostic Time Only – No Repair Required	0.1-1.0	ZREG	N/A
9900667	Transmission Replacement (Includes alignment, programming, drain/fill coolant and refrigerant, and part transfer) Add: Diagnostic Time	7.7 0.1-1.0	ZREG	N/A
9900668	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900669	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Special Coverage Adjustment

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Service Procedure

1. A customer may come in complaining of transmission issues, such as a Malfunction Indicator Lamp on with TCM codes, drive or shift quality issues, reduced power mode stemming from transmission DTCs (P0796, P0797, P0841, P0871, P0741, P0965, P0961, P2715, P2714, P0843, P0792), or eventually loss of propulsion if these issues are ignored too long. Diagnose these issues following standard SI troubleshooting procedure for the customer's complaint.
 - If the diagnostics do **not** lead to a failed transmission, no further action is required. Claim diagnostic time and inform the customer that any further diagnostics or repairs on the vehicle must be performed under customer pay or via a goodwill adjustment.
 - If the diagnostics do lead to a failed transmission, replace the transmission. Refer to *Transmission Replacement* in SI.
2. If transmission replacement was required, reprogram the TCM afterwards, **do not** simply reset the TCM per step 27 of Transmission Replacement. Refer to *Control Solenoid Valve and Transmission Control Module Assembly Programming and Setup CVT* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by February 28, 2021. See General Motors Service Policies and Procedures Manual Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**

Special Coverage Adjustment

N192271110 Transmission Pulley Damage



February 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2014 - 2015 model year Chevrolet Spark, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014 - 2015 model year Chevrolet Spark vehicles, equipped with a continuously variable ratio automatic transmission, the transmission drive pulleys and internal belt can be damaged if the driver experiences an unexpected harsh shift event. If this occurs, debris may be released inside the transmission, damaging the transmission. Initially, the driver may experience a decrease in drive or shift quality. If not corrected the condition may progress as follows; additional debris inside the transmission, illuminated malfunction indicator light, a reduced power state may be experienced, and a loss of propulsion may occur.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014 – 2015 model year Chevrolet Spark within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2021, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage (“Customers”). **Customers may not assign and GM does not consent to any assignment of any Customer’s right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or 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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O’Connor
Global Executive Director
Customer Experience Operations

Enclosure
N192271110