

GM CUSTOMER CARE AND AFTERSALES
DCS3447
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 18, 2014

Subject: Safety Recall 14456 - Update
Customer Advisory Letter Mailing

Models: 2013-2015 Chevrolet Spark

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager and Warranty Administrator

On October 22, 2014, GM released safety recall 14456. Dealers were informed customer mailings would begin in early November 2014.

As required by the National Highway Traffic Safety Agency (NHTSA), GM mailed notification to involved customers of this safety recall on November 6, 2014. This letter advised customers that parts are now becoming available and that they will receive another notice when parts are available to repair their vehicle at no charge. A copy of the advisory letter is attached to this message.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated for this safety recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. However, if a customer contacts the dealer with this condition, dealers are to repair the vehicle with parts that were pre-shipped. Due to part availability, do not repair unsold vehicles in dealer inventory at this time.

END OF MESSAGE
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