



# IMPORTANT SAFETY RECALL

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

January 2015

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

*Previously, you were notified that your 2013-2015 Chevrolet Spark vehicle was involved in safety recall 14456. This letter is to inform you that parts needed for the recall repair are available for dealers to order.*

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013-2015 Chevrolet Spark vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall 14456.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The secondary hood latch may prematurely corrode at the latch pivot causing the striker to get stuck out of position and preventing the striker from properly engaging the hood latch. If this premature corrosion occurs and the primary hood latch is not engaged, it is possible that the vehicle's hood may open unexpectedly. If the hood opened unexpectedly while the vehicle is being driven, the driver's vision will likely be impaired increasing the risk of a vehicle crash.

### What will we do?

Your Chevrolet dealer will replace the striker with a new part which has superior corrosion protection. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

### What should you do?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible. Until your vehicle is serviced, you should ensure that your primary hood latch is properly engaged and the hood is closed before driving. Your primary hood latch may not be properly engaged if you notice larger than normal gaps between the hood and the fender and grille.

**Do you have questions?**

If you have 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
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V593.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall #14456