

Frequently Asked Questions (FAQs) for Safety Recall A222359300 Hood Striker Corrosion

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2013 – 2015 model year Chevrolet Spark and 2014 – 2015 model year Chevrolet Spark EV vehicles.

Q2) What is the issue or condition?

A2) The secondary hood latch lever in these vehicles may prematurely corrode at the pivot. If severely corroded, the secondary latch striker may become stuck out of position and fail to properly engage.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None.

Q4) What is the remedy/repair?

A4) Dealers will replace the hood striker assembly and hood latch assembly. Vehicles included in recall 14V593 that have not received the recall remedy will be administratively closed under the old recall number and moved under this recall campaign.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If the striker becomes stuck out of position and both the primary and secondary hood latch fail to engage, the vehicle's hood may open unexpectedly, increasing the risk of a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at **no cost** to the customer.

Q7) Is the remedy/repair available now?

A7) No, when a sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.