

# Customer Satisfaction Program

## 17346 Owner's Manual Incorrect Transmission Fluid Specified



Reference Number: A172100110

Release Date: September 2017  
Revision: 00

**Attention:** This program is in effect until September 30, 2019.

| Make      | Model | Model Year |      | RPO | Description |
|-----------|-------|------------|------|-----|-------------|
|           |       | From       | To   |     |             |
| Chevrolet | Spark | 2014       | 2014 |     |             |

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 2014 model year Chevrolet Spark vehicles, may have incorrect transmission fluid specified in the owner's manual. |
| <b>Correction</b> | Print and insert revised owner manual page included in this bulletin.                                                    |

### Parts

No parts are required for this repair.

### Warranty Information

| Labor Operation | Description                           | Labor Time | Trans. Type | Net Item |
|-----------------|---------------------------------------|------------|-------------|----------|
| 9103413         | Print and Install Owner Manual Insert | 0.2        | 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.

### USA/Canada (English)

#### Insert to the 2014 Chevrolet Spark Owner's Manual

*This information replaces the information under "Recommended Fluids and Lubricants" found in Service and Maintenance Section of the owner's manual.*

#### Recommended Fluids and Lubricants

Fluids and lubricants identified below by name, part number, or specification can be obtained from your dealer.

| Usage                  | Fluid/Lubricant                                           |
|------------------------|-----------------------------------------------------------|
| Automatic Transmission | ACDelco CVT Fluid (Part No. 19260800, in Canada 19299096) |

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Canada (French)

### Encart dans le guide du propriétaire de la Chevrolet Spark 2014

*Ces renseignements remplacent les renseignements contenus dans la rubrique « Liquides et lubrifiants recommandés » de la section Entretien et maintenance du guide du propriétaire.*

#### **Liquides et lubrifiants recommandés**

Les liquides et lubrifiants identifiés ci-dessous par leur nom, leur numéro de pièce ou par leurs spécifications sont disponibles chez votre concessionnaire.

| Usage                         | Liquide/lubrifiant                                                            |
|-------------------------------|-------------------------------------------------------------------------------|
| Boîte de vitesses automatique | Liquide de boîte de vitesse CVT ACDelco (N° pièce 19260800, Canada 19299096). |

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### 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/repaired 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 September 30, 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 September 30, 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.

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### Customer Notification

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

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**

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September 2017

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

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Spark vehicles, may have incorrect transmission fluid specified in the owner's manual.

Your satisfaction with your Chevrolet Spark is very important to us, so we are announcing a program to fix the incorrect information.

**What We Will Do:** A replacement owner manual insert, describing Recommended Fluids and Lubricants 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  
17346

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4557  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 13, 2017

Subject: 17346 - Customer Satisfaction Program  
Owner's Manual Incorrect Transmission Fluid Specified

Models: 2014 Chevrolet Spark

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17346 today. The total number of U.S. vehicles involved is approximately 42,800. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on September 26, 2017.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 14, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS