

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10491809-2925

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809
Date: Tuesday, January 29, 2013 9:15:39 AM

From: EVOQ (NHTSA)
Sent: Thursday, January 24, 2013 11:01 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809

From: [REDACTED]
Sent: Wednesday, January 23, 2013 12:22 PM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10491809

I am not able to edit the form that you sent me but please let me give you the corrections. Starting with my name, there is an "s" at the end of my last name. [REDACTED]. Next the complaint reads as if my car has a malfunction. This is not the case. All 2013 Chevy Sparks sold in the U.S. have a designed in safety flaw with their daytime running lights "DRL's". In Canada the Chevy sparks have automatic headlights and there is no problem. Other counties do not have DRL's. In the U.S. the rest of the G.M. cars and trucks also have automatic headlights, thus no problem. Other vehicles that did not use automatic headlights were designed in such a way so as to not light up the road or instrument lights and therefore making the driver aware that his lights are not on. Now we come to the U.S. version of the Sparks problem. It uses the headlights at a bright enough level for "DRL's" to fool you into thinking that all your lights are on. Also your instrument lights are always on, further making you think the car has automatic headlights. Everyone that has driven my car has made this mistake, even me after driving it a month. Other owners have also complained of this although most are unaware of just what is going on. Net result - you have a lot of Spark owners driving around with no taillights on at night, waiting to get a rear end hit. Please read the notes that I will be forwarding you from others. Also watch my youtube video.

<http://www.youtube.com/watch?v=xPsF0O-l3rU>

From: "EVOQ@dot.gov" <EVOQ@dot.gov>
To: [REDACTED]
Sent: Tuesday, January 22, 2013 9:26 AM
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809



Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809
Date: Tuesday, January 29, 2013 9:15:46 AM

From: EVOQ (NHTSA)
Sent: Thursday, January 24, 2013 11:01 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809

From: [REDACTED]
Sent: Wednesday, January 23, 2013 12:24 PM
To: EVOQ (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10491809

----- Forwarded Message -----

From: [REDACTED] >
To: [REDACTED] >
Sent: Wednesday, January 23, 2013 11:16 AM
Subject: Fw: [mpgomatic.com] Please moderate: "2013 Chevy Spark First Test Drive"

----- Forwarded Message -----

From: [REDACTED]
To: [REDACTED] >
Sent: Friday, January 11, 2013 9:01 AM
Subject: Re: [mpgomatic.com] Please moderate: "2013 Chevy Spark First Test Drive"

Holy cow.

I came home from a drive on my last night with a Spark tester. My son was home from college and was hanging out with his friends in the driveway. They tipped me off to it ... "hey, what's up with no tail lights? that would be awesome for running from the cops!" ... I swapped out of the Spark the next day and the thought slipped my mind.

I will point the flaw out in the review. This is a huge safety issue.

I passed the video along to a social media exec at GM last night, along with the editors at two important automotive news sites. Haven't heard anything from them yet.

Lets see what today brings.

That pink champagne color is hideous. It's worse than Mary Kay. :)

[REDACTED]

On Fri, Jan 11, 2013 at 8:20 AM, [REDACTED]

wrote:

When I bought my car there was a spark in the parking lot, used, with 100 miles on it. I asked what the story was and they told me the owner was rear ended at night and they could sell it to me for a good price. I bet I know why she was rear ended at night. I wasn't interested in a pink car with repaired rear end damage. I don't work for Mary Kay.

From: [REDACTED]

To: [REDACTED]

Sent: Thursday, January 10, 2013 6:28 PM

Subject: Re: [mpgomatic.com] Please moderate: "2013 Chevy Spark First Test Drive"

[REDACTED]

Holy cow. I had this happen once, at the end of the week I tested the Spark. I didn't have the chance to figure what the heck was going on.

I'm not the one to break it, but I know more than my share of big outlets.

Stay tuned.

[REDACTED]

On Thu, Jan 10, 2013 at 6:17 PM, WordPress <wordpress@mpgomatic.com> wrote:
A new comment on the post "2013 Chevy Spark First Test Drive" is waiting for your approval

<http://www.mpgomatic.com/2012/08/22/2013-chevy-spark-first-test-drive/>

Author : [REDACTED]

E-mail : [REDACTED]

URL :

Whois : <http://whois.arin.net/rest/ip/74.125.176.23>

Comment:

<http://youtu.be/xPsF0O-13rU>

Look into this for me and help make the public aware. I am hoping to get a recall out of this so that I can feel safe in my Spark.

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809
Date: Tuesday, January 29, 2013 9:15:53 AM

From: EVOQ (NHTSA)
Sent: Thursday, January 24, 2013 11:01 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809

From: [REDACTED]
Sent: Wednesday, January 23, 2013 12:25 PM
To: EVOQ (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10491809

----- Forwarded Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Wednesday, January 23, 2013 11:14 AM
Subject: Fw: [mpgomatic.com] Please moderate: "2013 Chevy Spark First Test Drive"

----- Forwarded Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Friday, January 11, 2013 10:36 AM
Subject: Re: [mpgomatic.com] Please moderate: "2013 Chevy Spark First Test Drive"

[REDACTED]

One of my contacts at GM just watched your video and asked for your email address. I sent it along. Hope that's okay!

[REDACTED]

On Fri, Jan 11, 2013 at 8:20 AM, [REDACTED] wrote:

When I bought my car there was a spark in the parking lot, used, with 100 miles on it. I asked what the story was and they told me the owner was rear ended at night and they could sell it to me for a good price. I bet I know why she was rear ended at night. I wasn't interested in a pink car with repaired rear end damage. I don't work for Mary Kay.

From: [REDACTED]

To: [REDACTED]

Sent: Thursday, January 10, 2013 6:28 PM

Subject: Re: [mpgomatic.com] Please moderate: "2013 Chevy Spark First Test Drive"

[REDACTED] -

Holy cow. I had this happen once, at the end of the week I tested the Spark. I didn't have the chance to figure what the heck was going on.

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<http://www.mpgomatic.com/2012/08/22/2013-chevy-spark-first-test-drive/>

Author [REDACTED]

E-mail : [REDACTED]

URL :

Whois : <http://whois.arin.net/rest/ip/74.125.176.23>

Comment:

<http://youtu.be/xPsF0O-13rU>

Look into this for me and help make the public aware. I am hoping to get a recall out of this so that I can feel safe in my Spark.

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809
Date: Tuesday, January 29, 2013 9:15:59 AM

From: EVOQ (NHTSA)
Sent: Thursday, January 24, 2013 11:01 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809

From: [REDACTED]
Sent: Wednesday, January 23, 2013 12:25 PM
To: EVOQ (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10491809

----- Forwarded Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Wednesday, January 23, 2013 11:11 AM
Subject: Fw: Fw: Regarding your YouTube Video on the Spark

----- Forwarded Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Saturday, January 12, 2013 3:11 PM
Subject: Re: Fw: Regarding your YouTube Video on the Spark

[REDACTED] -

I'm glad that Annalisa got back to you quickly. This is the weekend before NAIAS - the Detroit Auto Show ... all of the automakers are scrambling to get ready for the show.

I emailed her after you sent this message earlier today, she's replied, and I've replied back, restating the urgency of the matter.

Lets give them a wee bit of time to run it up the chain of command. If they fail to address the issue with a fix promptly, the next logical step might be to reach out to the big Rental Car companies - there will be thousands upon thousands of Sparks in the rental car fleets, eventually. They can exert significant leverage.

[REDACTED]
On Sat, Jan 12, 2013 at 11:32 AM, [REDACTED] wrote:

and this

----- Forwarded Message -----

From: [REDACTED]
To: "annalisa.bluhm@chevrolet.com" <annalisa.bluhm@chevrolet.com>
Sent: Saturday, January 12, 2013 11:31 AM
Subject: Re: Regarding your YouTube Video on the Spark

P.S. From standard 108

(58) If the lower beams of the headlamps operating at normal operating voltage are used as daytime running lamps,

- (a) it shall not be possible to activate the upper beams of the headlamps except for signalling purposes;
- (b) if there is a tell-tale that is automatically activated, and visible to the driver, in dark ambient light conditions to indicate that the tail lamps, licence plate lamps, side marker lamps and parking lamps are switched off, those lamps shall not come on automatically; and
- (c) if there is no tell-tale that is automatically activated, and visible to the driver, the lamps referred to in paragraph (b)
 - (i) shall come on automatically and remain on in all ambient light conditions, or
 - (ii) shall come on automatically in dark ambient light conditions.

There is no "tell-tale that is **automatically activated**, and visible to the driver, in dark ambient light conditions" in the Spark. There is only as you said some of the center stack that is not lit but in no way is it **automatically activated** at night nor visible to the driver with his eyes on the road. In fact the bright 7" screen makes it totally unnoticed, but even that is not **automatically activated** at night. Thus I would conclude that this cars DRL's are illegal.

From: "annalisa.bluhm@chevrolet.com" <annalisa.bluhm@chevrolet.com>
To: [REDACTED]
Sent: Friday, January 11, 2013 9:13 PM
Subject: Regarding your YouTube Video on the Spark

[REDACTED]

Greetings. I am the Communications manager for Chevrolet Small Cars. I was forwarded your YouTube video featuring your 2013 Spark and would like to take this opportunity to answer your questions.

From what I, and our Spark Engineering team, can gather from your video – it seems the issue is that the Spark's manual lamps are not turned on, as required for driving in low light conditions.

The Spark has manual exterior lighting controls which require the operator to turn them on and off when conditions require it- as do other competitive vehicles in this segment of the market. The vehicle also has daytime running lamps (to increase visibility during the day), and cluster lighting (to allow clear viewing of the cluster at all times - day or night). The exterior light switch also controls the center stack lighting -so you can see HVAC and other controls at night, and serve as an additional reminder to turn manually turn on the exterior lights.

If this is not the case, I strongly encourage you to take your Spark to a local Chevrolet Dealer and further investigate the issue.

Should you have any further questions, concerns or issues – don't hesitate to contact me directly.

Best Regards,

Annalisa Esposito Bluhm | Chevrolet Communications

100 Renaissance Center | Mail Code 482-A30-D19 | Detroit, MI 48265-1000

Mobile: [586.713.5907](tel:586.713.5907) | Fax: [313.667.4100](tel:313.667.4100) | Twitter : @annalisabluhm,

@Chevrolet

Annalisa.Bluhm@chevrolet.com

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From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809
Date: Tuesday, January 29, 2013 9:16:05 AM

From: EVOQ (NHTSA)
Sent: Thursday, January 24, 2013 11:02 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10491809

From: [REDACTED]
Sent: Wednesday, January 23, 2013 12:26 PM
To: EVOQ (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10491809

----- Forwarded Message -----

From: [REDACTED]
Sent: Wednesday, January 23, 2013 11:10 AM
Subject: Fw: Regarding your YouTube Video on the Spark

----- Forwarded Message -----

From: "annalisa.bluhm@chevrolet.com" <annalisa.bluhm@chevrolet.com>
To: [REDACTED]
Sent: Saturday, January 12, 2013 2:09 PM
Subject: Re: Regarding your YouTube Video on the Spark

Thank you, again, for your response and concern. I will forward this over to our engineering and safety team.

If there is anything further I can do, please let me know how I can help.

Best Regards,

Annalisa Esposito Bluhm | Chevrolet Communications
100 Renaissance Center | Mail Code 482-A30-D19 | Detroit, MI 48265-1000
Mobile: 586.713.5907 | Fax: 313.667.4100 | Twitter : @annalisabluhm,
@Chevrolet
Annalisa.Bluhm@chevrolet.com

From: [REDACTED]

To: "annalisa.bluhm@chevrolet.com" <annalisa.bluhm@chevrolet.com>
Date: 01/12/2013 11:17 AM
Subject: Re: Regarding your YouTube Video on the Spark

It is absurd to think that you need your instrument panel lights on in the daylight (to allow clear viewing of the cluster at all times) I can see them 100% in the daytime without lights. As darkness approaches and a driver has been driving all day, you need something to wake him/her up to the fact that they are either having trouble seeing their speed, or the road to help him/her realize that it is getting dark enough to turn on the lights. If the turn signals are used as DRL's then the road is not well lit and you will automatically turn on the head lights. I have also had a GMC Sonoma that used high beams greatly reduced in intensity, aimed too high with too low of a light level to light the road. The Spark uses low beams that light up the road very well. I am telling you that there is nothing to make someone new to the car aware that their tail lights are not on. How many rear end collisions (I already know of one) or deaths before this car gets recalled and made safe? If you really care about safety, and not just being right, then please try this experiment.

Randomly select people to test drive this car at night without and prompting on instruction and see how many drive off without turning on their taillights.

Then ask yourself, how many is too many. Try this with any other car or truck in the Chevy line-up and I would be surprised if you get even one. Let me know the results.

From: "annalisa.bluhm@chevrolet.com" <annalisa.bluhm@chevrolet.com>

To: [REDACTED]

Sent: Friday, January 11, 2013 9:13 PM

Subject: Regarding your YouTube Video on the Spark

[REDACTED]

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If this is not the case, I strongly encourage you to take your Spark to a local Chevrolet Dealer and further investigate the issue.

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Mobile: 586.713.5907 | Fax: 313.667.4100 | Twitter : @annalisabluhm,

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