

**From:** [Artemis HelpDesk \(VOLPE\)](#)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Consumer email - Correction for ODI #11219823 / 2016 Chevy Malibu (Xmission shifter control)  
**Date:** Tuesday, August 13, 2019 1:00:53 PM  
**Attachments:** [2016 Chevy Malibu Documents.pdf](#)

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[REDACTED]

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, August 13, 2019 7:12 AM  
**To:** [REDACTED]  
**Subject:** RE: Thanks for Letting Us Know About Your Vehicle

Please see attached for the corrected document.

Best Regards

[REDACTED]

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**From:** "U.S. DOT National Highway Traffic Safety Administration"  
**To:** [REDACTED]  
**Cc:**  
**Sent:** Thursday June 13 2019 2:47:22PM  
**Subject:** Thanks for Letting Us Know About Your Vehicle

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11219823](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

#### What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [www.SaferCar.gov](http://www.SaferCar.gov) with your family, friends and others in your community.

### **Will my vehicle be recalled?**

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236 , Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)  
TTY: 888-424-9153   
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>  
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

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PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [SaferCar.gov](http://SaferCar.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
 1-888-DASH-2-DOT  
 (1-888-327-4236)  
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

13-JUN-2019

Repository

Reference No.  
11219823

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
 Address [Redacted]  
 City HOWARD CITY State MI Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
 Evening Telephone Number [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G1ZB5ST1G [Redacted]  
 Make CHEVROLET Model MALIBU Model Year 2016  
 Date Purchased [Redacted] Dealer's Name and Telephone Number Berger Chevrolet  
 Original Owner  Dealer's City Grand Rapids State MI Zip Code 49512  
 Engine: No: Cylinders Fuel Type: Unleaded  
 Transmission Type  Antilock Brakes  Cruise Control Powertrain Multiple Failure: yes Incident Date(s): 28-DEC-2017 & Current

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM  
 Failure Mileage 74697 (Current) / 35982 (Incident) Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15)  
 DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location:  
 Tire Component Code [Redacted] Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name:  
 Seat Type: [Redacted] Installation System:  
 Child Seat Component Code: [Redacted] Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash  Yes  No Fire  Yes  No  
 Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2016 CHEVROLET MALIBU. WHILE ATTEMPTING TO PARK THE VEHICLE, "VEHICLE NOT IN PARK" APPEARED ON THE INSTRUMENT PANEL. ON ANOTHER OCCASION, THE CONTACT WAS UNABLE TO SHIFT THE GEAR FROM PARK INTO DRIVE. THE VEHICLE WAS TAKEN TO BERGER CHEVROLET (LOCATED AT 2525 28TH ST SE, GRAND RAPIDS, MI 49512, (616) 949-5200) WHERE IT WAS DIAGNOSED THAT THE SHIFTER CONTROL FAILED. THE TRANSMISSION SHIFTER CONTROL WAS REPLACED, BUT THE FAILURE RECURRED AFTER 34,000 MILES. THE VEHICLE WAS TAKEN TO AN UNKNOWN DEALER WHERE IT WAS DIAGNOSED THAT THE SHIFTER CONTROL FAILED AGAIN. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 74,697. - See attached for the dealer paperwork for the 1st incident. I've also attached the MyChevy diagnostic report for the current issue

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



Account and Settings

## SERVICE RECORDS FOR YOUR 2016 CHEVROLET MALIBU



Maintenance and Service

(1)  
Service Record Found



OnStar and Connected Services



Shop



How-to and Support



Contact Us

Date 12/28/2017

Odometer Re

### Service Location

BERGER CHEVROLET, INC.

2525 28TH ST SE

GRAND RAPIDS

MI

49512

### Service Information

Service #: [REDACTED]

#### Service Performed:

- SUBLET REPAIRS
- CHEVY MALIBU 1G1ZD5ST7 [REDACTED]
- TRANSMISSION CONTROL REPLACEMENT
- MULTI POINT VEHICLE INSPECTION

### Notes

Your Preferred Service Dealer

Help

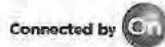
[Legal and Privacy Notices](#)

**FREMONT,NUTINF Fremont Human Resources**

**From:** [REDACTED]  
**Sent:** Monday, July 22, 2019 11:40 AM  
**To:** [REDACTED]  
**Subject:** Fwd: Advanced Diagnostics: This is a Diagnostic Alert for your Chevrolet Malibu

Begin forwarded message:

**From:** OnStar Notifications <[notifications@onstar.com](mailto:notifications@onstar.com)>  
**Date:** July 17, 2019 at 8:57:31 AM EDT  
**To:** [REDACTED]  
**Subject:** Advanced Diagnostics: This is a Diagnostic Alert for your Chevrolet Malibu



Dear [REDACTED]

An issue with the emissions system in your 2016 Chevrolet Malibu has been detected. Please service your vehicle within 7 days.

Please disregard this message if your vehicle is already in for service. Inaccurate notifications can be generated during service.

Please see your dealer for service.

BERGER CHEVROLET, INC.  
2525 28TH ST SE,  
GRAND RAPIDS, MI 49512  
+16169495200

Account Information  
Account Number: [REDACTED]  
VIN: 1G1ZB5ST1G [REDACTED]

[Plans and Services](#) | [Privacy Statement](#)

Visit [onstar.com](http://onstar.com) for coverage map, details, and system limitations. OnStar acts as a link to existing emergency service providers. Services vary by model and conditions.

If you are deaf, hard of hearing, or speech impaired, you may now use the dedicated TTY connection to call us toll-free at 1.877.248.2080 or email us at [TTY@onstar.com](mailto:TTY@onstar.com) for assistance or with questions regarding your OnStar account.