

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Subject: 2015 Chevy Malibu LTZ
Date: Wednesday, June 17, 2020 10:31:31 AM

From: [REDACTED]
Sent: Tuesday, June 16, 2020 10:19 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Subject: 2015 Chevy Malibu LTZ

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I am attaching the filled out Vehicle Owner's Questionnaire regarding the latest issue with the steering wheel locking up causing accident and all air bags in vehicle to deploy. It has been determined by insurance company that this vehicle is totaled and it has been taken to salvage yard by the insurance company.

GM is now aware of this situation as a case has been opened. This accident has caused a closed compression fracture of body of L1 vertebra to my granddaughter.

I have also attached service invoices from previous issues she has experienced with this vehicle in March 2019 causing vehicle to lock her inside and all the electrical equipment to malfunction. In October 2019 she had vehicle in shop with problem of internal failure in shifter assembly with shift to park light coming on.

Thank you.

[REDACTED]



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 100145

Date Received

Repository ☐

26-MAY-2020

Reference No.
11325954

OWNER INFORMATION (Type or Print)

Name

Address

City

DELAWARE

State

WI

Zip Code

Daytime Telephone Number

Local Address

Evening Telephone Number

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. 2, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1G11FSL8F

Make

CHEVROLET

Model

MALIBU LTZ

Model Year

2015

Date Purchased

5/18/17

Dealer's Name and Telephone Number

Lynch Chevrolet of Mukwonago

Engine

No. Cylinders

4

Fuel Type

gas

Original Dealer

☐

Dealer's City

Mukwonago

State

WI

Zip Code

53149

Transmission Type

☐ Automatic

☐ Manual

Multiple Failure:

Incident Date(s)

22-MAY-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM, 010000 STEERING, 100000 POWER TRAIN

Failure Mileage

65000

Failure Speed

45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19A100000)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition(s), and injury(ies).)

Crash

☒ Yes

☐ No

Fire

☐ Yes

☐ No

Number of Persons Injured

Number of Deaths

Reported to Police

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 2015 CHEVROLET MALIBU. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 45 MPH THE VEHICLE STARTED TO DRIVE TO THE RIGHT AND THE WHEELS BEGAN TO LOSE TRACTION BEFORE THE STEERING WHEEL BECAME DIFFICULT TO TURN CAUSING THE DRIVER TO LOSE CONTROL OF THE STEERING. THE VEHICLE THEN SPUN OUT AND CRASHED INTO A DITCH. THE CONTACT STATED THAT ALL AIR BAGS DEPLOYED EXCEPT FOR THE DRIVER'S FRONTAL AIR BAG. THE DRIVER SUSTAINED LOWER BACK AND LEFT SHOULDER INJURIES HOWEVER HAD NOT SOUGHT MEDICAL ATTENTION DUE TO COVID-19. THE CONTACT STATED THAT A POLICE OFFICER WAS DRIVING BEHIND HER AND STOPPED TO ASSIST. THE CONTACT WAS UNSURE IF A POLICE REPORT WAS FILED. THE VEHICLE WAS NOT TOWED. THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE LOCAL DEALER AND MANUFACTURER WERE NOT NOTIFIED OF THE FAILURE. ALSO, THE VEHICLE HAD PREVIOUSLY EXPERIENCED ELECTRICAL PROBLEMS WHICH CAUSED THE DOORS, LOCKING THE DRIVER INSIDE THE VEHICLE. THE CONTACT STATED AT THE TIME OF THE ELECTRICAL FAILURE THERE WAS A BURNING ODOR COMING FROM THE VENTS. THE VEHICLE WAS TAKEN TO LYNCH CHEVROLET OF MUKWONAGO (280 EAST WOLF RUN MUKWONAGO, WI 53149) WHO REPLACED AN ELECTRICAL HARNESS AND MODULE. NO FURTHER INFO WAS AVAILABLE. THE VEHICLE HAD EXPERIENCED A SHIFT TO PARK FAILURE AND THE VEHICLE WOULD NOT IMMEDIATELY SHUT OFF. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER AND THE TRANSMISSION SHIFT CONTROL

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 responses or a statistical summary thereof, may be used in support of the agency's action.



CHEVROLET

Promised: 02/08/2019 8:00:50 PM

PO

Fleet

Tags: [REDACTED]

Cashiered Date:

PAID

Cash 3-5-19

280 E Wolf Run, Mukwonago, WI 53149

Phone: (262) 363-4061

Fax: (262) 378-3629

www.lynmukwonago.com



*** Service Invoice Customer Copy ***

SO #:

Customer No:

Adm:

ELKHORN, WI

Home:

Cell:

Email:

Bus:

Today:

Request/Concern

1 100

Advisor: Peter Zablocki

Invoice Date:

03/05/2019 Term: CASH

License No

Odometer In

Odometer Out

Delivery Date

Stock No

43445

43445

05/06/2017

MP800

Year Make

Model

Model No

Color

2015 CHEVROLET

MALIBU

10D69

BLACK GRANIT

Vehicle ID No

Selling Dealer

SO Date

InServ Date

Location

1G11F5SL8FT

LYNCH CHEVROLET O

02/08/2019

06/22/2015

Fleet#

Engine Size

2.5L I4

DIR DO

Type CSR

Amount

CUSTOMER STATES ALL DASH LIGHTS CAME ON AT ONCE - VEHICLE KEPT TURNING ON AND OFF BY ITSELF - WOULD NOT UNLOCK TO GET OUT OF VEHICLE. — SEE ATTACHED NOTE PER CUSTOMER.

CUSTOMER STATES ALL DASH LIGHTS CAME ON AT ONCE - VEHICLE KEPT TURNING ON AND OFF BY ITSELF - WOULD NOT UNLOCK TO GET OUT OF VEHICLE. — SEE ATTACHED NOTE PER CUSTOMER.

CP 3160

329.85

QTY

				SL	RETAIL	Price	Ext
1	401.02	84007647	MODULE	N CNT	401.02	401.02	401.02
1	119.70	23108726	HARNESS	N CNT	137.66	119.70	119.70
1	401.02	34F 42450157	MODULE	N CNT	461.17	401.02	401.02

Name 3060

Cause:

CUSTOMER STATES ALL DASH LIGHTS CAME ON AT ONCE - VEHICLE KEPT TURNING ON AND OFF BY ITSELF - WOULD NOT UNLOCK TO GET OUT OF VEHICLE. — SEE ATTACHED NOTE PER CUSTOMER. upon inspection found fault with low speed communication the object detection warning and drivers outside mirror indicator is flashing scanned for codes found object detection module does not communicate unplugged left rear module found severe corrosion in connector and module. after disconnecting module all other electrical concerns were now operating properly.

Correction:

removed and replaced rear bumper to remove and replace both object detection modules and rear harness programmed modules program code b916067637 cleared codes. and test drive vehicle operating as designed.

Request Total

1,251.59

2 INS

PERFORM MULTI-POINT VEHICLE INSPECTION N/C-INCLUDING TREAD DEPTH & BRAKE LIFE (IF APPLICABLE)

INS

PERFORM MULTI-POINT VEHICLE INSPECTION N/C-INCLUDING TREAD DEPTH & BRAKE LIFE (IF APPLICABLE)

CP 3160

0.00

Service Hours: Sun - Closed Mon-Fri 7:30 AM - 6:00 PM Sat 8:00 AM - 3:00 PM

STATEMENT OF DISCLAIMER

FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS VEHICLE. THE SELLER DOES NOT EXPRESSLY DISCLAIM ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE.

CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE

Do you want the replacement parts you are entitled to? ☐ Yes ☐ No

Vehicle received with no fault in line Customer contact? ☐

NEW TOTAL ESTIMATE (1)	DATE	TIME	BY
NEW TOTAL ESTIMATE (2)			

I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED & HAVE READ A PRELIMINARY OF THE ABOVE REVISED ESTIMATES.

CUSTOMER SIGNATURE

**CHEVROLET**

Promised: 10/18/2019 5:00:00 PM

PO

Fleet

Tag#

PAIDCK. NO. Cash
DATE 12/5/19

280 E Wolf Run, Mukwonago, WI 53149

Phone: (262) 363-4061

Fax: (262) 378-3629

www.lynchmukwonago.com

Printed: 12/05/2019 02:58 PM

Page: 1

*** Service Invoice Customer Copy ***

SO #:

Customer No:	Advice: Pedro Galvan	Invoice Date:	12/05/2019	Term:	See Details
Address:	License No	Odometer In	Odometer Out	Delivery Date	Stock No
ELKHORN, WI	53204	53204	05/06/2017	MP600	Color
Home:	Year	Make	Model	Model No	10000
Cell:	2015	CHEVROLET	MALIBU	SO Date	08/22/2015
Email:	Vehicle ID No	Selling Dealer	LYNCH CHEVROLET O	InServ Date	Location
	1011F55LMPF				
	Engine Size	2.5L L4 DOH DO			

Request/Concern

Original

1 100

CUSTOMER STATES shift to park message is on.

100

CUSTOMER STATES shift to park message is on.

Type

CSR

Amount

CNT

3189

274.87

QTY

1

149.15

SP

25464321

CONTROL

SL

RETAIL

Price

Est

N CNT

171.53

149.15

149.16

Name 3169

Cause:

Diagnose, shift to park light comes on. Internal failure in shifter assembly

Request Total

424.03

Correction:

Replace transmission shift control assembly

LABOR OP CODE 0600045

Original

2 INS

PERFORM MULTI-POINT VEHICLE INSPECTION
N/C INCLUDING TREAD DEPTH & BRAKE LIFE
(IF APPLICABLE)

INS

PERFORM MULTI-POINT VEHICLE INSPECTION N/C-
INCLUDING TREAD DEPTH & BRAKE LIFE (IF
APPLICABLE)

CP

3189

0.00

Name 3169

Cause:

PERFORM MULTIPoint INSPECTION

Request Total

0.00

Correction:

COMPLETED MULTI-POINT VEHICLE INSPECTION
N/C INCLUDING TREAD DEPTH & BRAKE LIFE (IF
APPLICABLE)

Approved

3 24W

REPLACE WIPER BLADE(S)

24W

REPLACE WIPER BLADE(S)

CPQ

3160

0.00

Service Hours: Sun - Closed

Mon-Fri 7:30 AM - 6:00 PM

Sat 8:00 AM - 3:00 PM

PRELIMINARY ESTIMATE IS

Do you want the replacement parts you are quoted at? ☐ Yes ☐ NoVehicle involved with no face to face customer contact ☐**STATEMENT OF DISCLAIMER**

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER HEREBY ASSUMES NO AUTHORITY TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM.

DATE

CUSTOMER SIGNATURE

VIEW TOTAL ESTIMATE(S)	DATE	TIME	BY
OPTIONAL ESTIMATE(S)			
I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED & READ CAREFULLY APPROVAL OF THE ABOVE REMOVED ESTIMATES			
CUSTOMER SIGNATURE			