

From: [REDACTED]
To: ESISCLAIMREP313@gm.com
Cc: Vehicle.Safety.Hotline@chevrolet.com; csaeler@powerofbrowser.com;
lsebastian@powerofbrowser.com; gsemanchek@powerofbrowser.com
Subject: Re: NHTSA 11510588 [REDACTED] Chevy Spark Chevy Claim # [REDACTED]
Date: Thursday, February 29, 2024 5:43:41 PM
Attachments: [REDACTED]

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.

This is why I have no progress in this case. Everyone tells me that I need to speak to Marlon. He is handling your case. But I have been waiting since 7/25/23, for Marlon to provide me documentation of why my claim was denied. He advised me in the past that it was denied because of 2 prior accidents before I owned the Chevy Spark. Even if there was an accident, it was repaired thus the Hood Latch would have been replaced. Marlon refuses to send me documentation of what kind of accident and the dates of the accidents. There have literally been 25-30 unreturned messages. And when he does respond it is like the returned email that I received today.

4:51



ESISCLAIMREP313

RE: [EXTERNAL] NHTSA 11510588



[REDACTED] Chevy Spark Chevy Claim #

[REDACTED] [GM-IMANAGE [REDACTED]]

From esisclaimrep313@gm.com

To [REDACTED]

Today at 12:40 PM

Hi [REDACTED]

I received the information. The claim will remain denied.

Thank You!

Marlon

Claim Administrator

ESIS/General Motors Central Claims Unit

Remote: [313.818.6034](tel:313.818.6034)

Toll Free: [800.888.0164](tel:800.888.0164)

esisclaimrep313@gm.com

From: [REDACTED]
[REDACTED]

Sent: Wednesday, February 28, 2024 7:23 PM

To: ESISCLAIMREP313 <esisclaimrep313@gm.com>

Cc: wkampert@powerofbowser.com; VSH@dot.gov;

Customer Care Chevrolet

<customercare@chevrolet.com>:



Delete



Archive



Move



Reply



More

This is his response to a very long email that everyone received yesterday. Notice that he only

sent this email to me. NOT to everyone that I copied on the email. I am not sure how many times I have been told by Chevy that I need to contact Marlon. I even asked over and over for someone else to handle the case. I received an email that the agent now handling the case is.....

Marlon. Can someone please send me the email for someone that will actually respond to my questions and that will actually review the case ?

This is just the expenses that I can list off the top of my head that I have incurred since my daughter was driving 65-70 on the Pa Turnpike when her hood opened.

Impound Bill when Chevy dealership had my car towed of the lot despite the fact that the car was there for a recall repair and I was told by a Chippewa Township Police officer that Bowser would tow or I had to have it towed. Advised that we would have it towed back to our house. Later we went there to meet AAA and the car was gone.

\$625

New Battery

\$120

Bender's diagnostic tests

\$190

Moye - Spark Repairs

\$1800

Water Damage that has yet to be repaired.

Radio Had to be disconnected by Bender's because it was draining the battery.

Body Control Module
Is corroded.



Why can I not get someone to review my case after my daughter was in an accident that she could have been killed despite my efforts from August 2022 Recall to the date of her accident 6/2/23(8months)to now 2/29/24 another 8 months.

Lastly my car was towed / impounded and the repair for the Recall still has not been completed.

Please respond to my email.

Crazy as it is, Marlon is the only 1 that has responded.

[Sent from the all new AOL app for iOS](#)

On Wednesday, February 28, 2024, 7:22 PM, [REDACTED]

<[REDACTED]> wrote:

2013 Chevy Spark

VIN # KL8CB6S95DC [REDACTED]

I am sure everyone remembers this case. But I included all in this email and another email to come because too many pics to attach to this one.

We came across many expenses due to recall that was never fixed.

4:51 🌙

📶 📶 🔋 23



AA



ESISCLAIMREP313

RE: [EXTERNAL] NHTSA 11510588



[REDACTED] Chevy Spark Chevy Claim #

[REDACTED] [GM-IMANAGE.F [REDACTED]

From esisclaimrep313@gm.com

To [REDACTED]

Today at 12:40 PM ▾

Hi [REDACTED]

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From:

[REDACTED]

Sent: Wednesday, February 28, 2024 7:23 PM

To: ESISCLAIMREP313 <esisclaimrep313@gm.com>

Cc: wkampert@powerofbowser.com; VSH@dot.gov;

Customer Care Chevrolet

<customer care@chevrolet.com>:



Delete



Archive



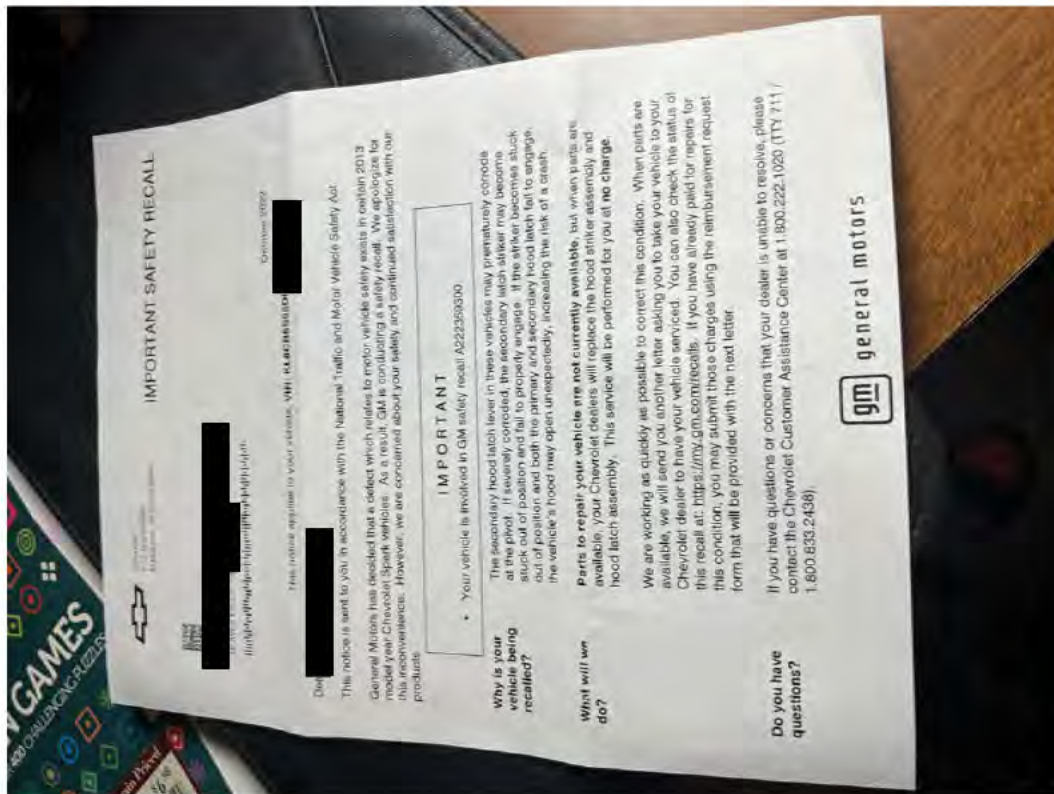
Move



Reply



More



10/12/22

I called Chevy upon receiving the letter and I was advised that the part was not available + that I would receive another letter when the part was available. No loaner cars to drive until repairs are complete. Asked if I or my daughter should just drive until we have an accident.

11/10/22

Called Chevrolet Customer Assistance Center
800-222-1020
Spoke to Diane
Status: Incomplete Recall
Parts and Remedy are not available

No loaner cars to drive until repairs are complete. Asked if I or my daughter should just drive until we have an accident.

Chevy Spark GM Recall A222359300
Hood Latch

2/28/23

1 (800) 222-1020

Spoke to Amaya

Said part not available

Advised that if not available then I want a rental

It's been 5 months.

On hold 15 Minutes

Said can not provide a rental

Advised I needed to speak to supervisor. Said will
receive a call 24-48 hours.

Case # [REDACTED]

Chevy Spark Safety Recall
GM Safety Recall A222359300

No loaner cars to drive until repairs are complete.

Asked if I or my daughter should just drive until we have
an accident.

NHTSA Notes

3/7/23

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 [11510588](#).

5:47

Back

Report a Vehicle...

NHTSA

Complaint Number: 11510588, submitted electronically to NHTSA on 3/7/2023, 1:26:15 PM.

1. Vehicle Information

Vehicle Identification Number (VIN)

KL8CB6S95DC

2013 CHEVROLET SPARK

2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

☒ Other/I Am Not Sure

What happened?

In your own words, tell us what happened.

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Not :

The secondary hood latch lever problem was discovered in August 2022. I received a letter at the beginning of October 2022. I called to have my vehicle repaired but was advised that the parts were not available. I called again in late February 2023 and the parts were still not available. The recall was issued because the secondary latch striker may become stuck out of position and fail to properly engage. 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. The last sentence is an understatement to say

About
Not :



Filed a complaint with
National Highway Traffic Safety Administration
(NHTSA)

NHTSA campaign number: 22V640

3/24/23

Chat with NHTSA

888-327-4236

Spoke to Rick

Office of Defects Investigation

Advised:

Date: 3/23/23

Advised I was surprised about the I don't care attitude of
Chevy

I was driving

Speed 60-65

Hood Started Shaking

Advised that I was driving and the hood started shaking.

Had to stop and push down to close hood.

Mileage - Advised @129k

Advised I did file online on 3/7/23.

Chevy Notes

5/10/23

866-467-9700

Spoke to Kayla

Said call Dealership if no part available then call back.

Bowser Chevrolet

724-846-2600

Spoke to Will

Last 8 of VIN DC [REDACTED]

No loaner cars to drive until repairs are complete.

Asked if I or my daughter should just drive until we have an accident.

5/10/23

Chevy

866-467-9700

Spoke to Laura

She kept reading off a script

No remedy / parts available

No loaner cars to drive until repairs are complete.
Asked if I or my daughter should just drive until we have
an accident.

I asked to speak to supervisor
Said he/she will also just read off a script
I again asked for a supervisor
She said it will be 24-48 hours
Didn't even ask for phone #
Hung up

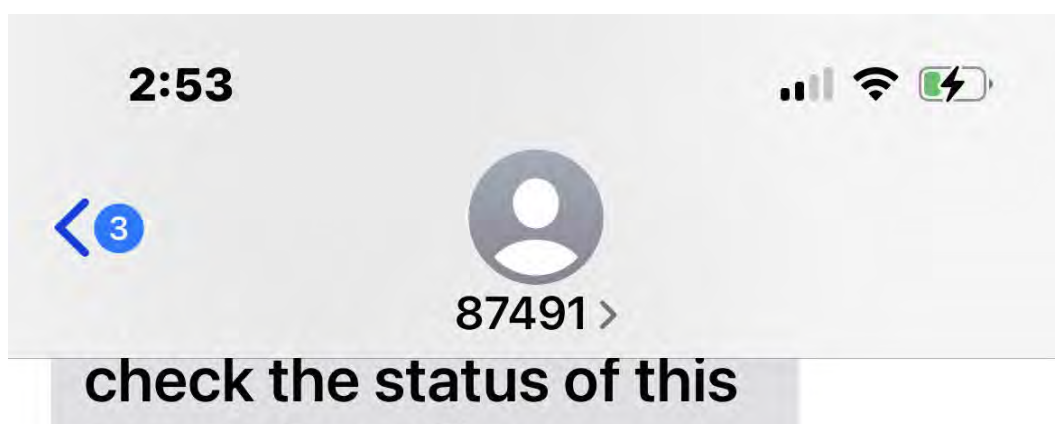
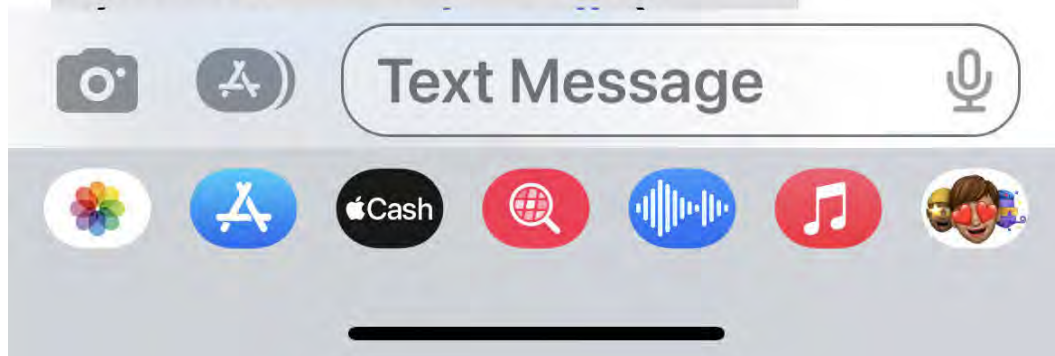
5/14/23
Received this text from Chevy



Text Message
Sun, May 14 at 10:58 AM

Hello [REDACTED]. This is
Renee with Chevrolet
reaching out regarding
case [REDACTED] It
is my pleasure to assist

is my pleasure to assist
you today. In regards to
your recall, parts are not
available at this time,
but we are working hard
to expedite the release
of the necessary parts
and remedy. We will
notify registered
owners as soon as parts
are available. You can
check the status of this
recall at any time
through Owner Center



recall at any time through Owner Center (my.gm.com/recalls). Unfortunately, no courtesy transportation is available for customers as they wait for parts/remedy to be available, while status of the recall is Incomplete/Remedy not available. If you have any further questions, please let me know. I will be happy to research an answer to them. If not, thank you for being a GM customer and I hope you have a great day.



Text Message



6/2/23

1:15pm

My daughter, [REDACTED], was driving 65-70 mph on the Pa Turnpike when the hood latch failed and hood opened smashing her windshield ply additional damage. The exact reason for the recall.

6/2/23

The corroded hood latch opens causing an accident on the Pa Turnpike at 1:15

Pictures to follow in 2nd email.

NHTSA

6/2/23

Today's Accident

Spoke to Lashonne

Gave her my phone # and my name came up from complaint I filed

Advised her of accident today.

Sent email to update the complaint.

VSH@dot.gov

Subject 11510588

6/2/23

Chat with Chevy regarding Recall and Accident.

See next email.

6/2/23

Devin took [REDACTED] to ER

- [REDACTED] ER Visit Paperwork

See following Email

6/6/23

@ 8am

Dr Zvonar

Headaches / Back / Neck / Anxiety

See Following Email

6/9/23

Prior Recall Repairs Completed

This shows this is a recall of a recall.

See Following Email

6/13/23

Chevy Chat

Case # [REDACTED]

Advised me to call ESIS GM Claims Team at 313-818-6034

Or email ESISCLAIMREP313@GM.com

Contact Marlon

Called + Left Message 10:38am

Sent Email

6/13/23

Evelyn Young called

CHEVY

Claim # [REDACTED]

Marlon's supervisor

Marlon is off until tomorrow

Marlon will assign to an investigator that will visit house to inspect vehicle.

Said will be within a week or so

Said Claim will take some time.

Advised me I will need to contact Chevy / Dealer for a loaner.

6/15

Chevy Marlon Called

Hours

M-F

7-3:30pm



Start to finish 20-60 days

Investigator will call to make an appointment to document vehicle including info from air bags.

Explained Accident

Speed Limit 70

So I would say 65-70

Hood opened

Scratches Arms + Legs

Back, Neck, Headaches, Anxiety

Advised earlier a recall in December 2014 same issue so obviously Chevy is aware of issue. Been trying since August 2022 to repairs or Loaner.

Auto Rental Expenses

6/17/23

Received Recall Letter

Part is available

See Following Email

6/21/23

Called Marlon

- Where is Investigator
- Need a loaner

Left Message

6/22/23

Claim 

Called Marlon

- Where is Investigator
- Need a loaner

Left Message

6/22/23

Chat

Said that message was left for Marlon + Evelyn

6/23/23

Called

Left Message

6/25/23

Called AAA

Towed to Bowers

2nd Tow I was responsible

See Following Email

6/26/23

Bowser's

Louis Sebastian

Will Kampert

See Following Email

141 McKinley Road

Beaver Falls, Pa 15010

724-846-2600 Ext 1301

Wkampert@powerofbrowser.com

I was there for over a hour. Made no progress.

6/28/23

██████ spoke to inspector

Going to Bowser's today

See Following Email

7/3/23

Case # [REDACTED]

Called Marlon

Some How not available

Left VM

Need loaner

Need to advise radio / AC

Chat with Chevy

+

Also sent email to
esisclaimrep313@gm.com

7/11/23

[REDACTED] called 5 plus times and left messages

7/11/23

Tuesday

[REDACTED] talked to Ashley

Get back to her if Marlon does get to us by Friday 7/14

See Following Email

7/17/23

██████ spoke to Ashley

Ashley said she has been trying to reach Marlon and that someone would reach out to us on 7/18/23.

See Following Email - Copy VM

7/18/23

Marlon called

Said that he hasn't heard anything. Said he wcb by Thursday 7/20.

7/24/23

No call back

7/24/23

No part still not available ?

See Following Email - Screendhoots until 7/25

7/25/23

Text to Ashley

Advised Marlon did not call back

████████████████

She sent another email to management team

See Following Email - message Ashley

7/25

Marlon called back and advised [REDACTED] that claim denied.
Said 2 prior accidents (front end)

7/25

Sent another text to Ashley

See Following Email - message Ashley

7/25/23

Scheduled Appointment at Bowser's
Hood Latch + Damage from accident caused by the hood
latch failure + Radio + Charger Input (cigarette lighter)
any other water damage caused by delays by chevy for
almost 2 months.

7/25/23

Left message for Marlon.
Need dates and accident reports from 2 prior accidents.
Advised I was not sure how that has anything to do with
the hood latch failure.

7/28/23

Updated complaint to NHTSA

Sent email to update the complaint.
VSH@dot.gov

Subject 11510588

I am updating my complaint. Our 2013 Chevy Spark had this same repair done on the Hood Latch in 2014. My daughter was in an accident because the part was not available from August 2022 to at least the date of my daughter's accident on 6/2/23. Hood opened while she was driving 65 mph on the Pa turnpike. It has now been almost 2 months since the accident and Chevy reached out to my wife and advised her the claim would be turned down because of 2 prior accidents that my car was involved in prior to me owning the vehicle. They will not provide any info on the accidents only that they claim the accidents are why the hood opened not the recall ?? Please help !

I'm not sure how they came up with this info after my car has been sitting in high temps and rain for almost 2 months with a broken windshield. Please send me info on what direction I should go.



7/28/23

Additional Info

Obviously this is an issue with the Chevy Spark as this vehicle has has had it replaced / repaired before and it looks the recall that came out in August 2022 has been renewed in May 2023. That was not even mentioned to me 1 time in the 2 months since my daughter's accident.

(5/24/23)

Can Chevy just keep have the same recall over and over

and not actually fix the problem ?

See Following Email - New Recall

7/30/23

Email to Chevy

1st Complaint

We also had issues with Hood and Trunk. The Trunk was hard to open and close.

2nd Complaint

Driving down highway.

Hood opened leading to smashed windshield, hood damaged, and damage to both front quarter panels. In addition, our car has been exposed to heat /rain for 2 months causing additional damage. Radio + possible water damage to carpets /seats.

3rd Complaint

Driving down highway going over 60mph. Hood opens + smashes windshield. Chevy exceeded reasonable amount of time to repair the recall.

4th Complaint

Identical to our situation because it is our situation. The date reads 1/10/22 but that is incorrect. See the

NHTSA report. I filed this complaint on 3/7/23. I advised Chevy that I needed a loaner until Recall repair could be repaired. I asked if we should keep driving until there was an accident. I updated NHTSA on March 24, 2023. See below

Hood was opening but I was able to pull off the road. Again asked for loaner. Declined.
Accident 6/2/23.

Now Chevy wants to say it wasn't the recalled repair was not the reason for the accident

7/30/23

Accident 6/2/23

Accident Damage

Trunk will not open as noted in prior complaint.

Water Damage

- Radio
- Carpet
- Seats

Please get back to me ASAP as my daughter heads back to school soon.

[REDACTED]

8/4/23

Chat with Chevy

Again only thing that they could advise me was to call Marlon

Called and left message.

Sent email to CustomerCare@chevrolet.com and ESISCLAIMREP313@gm.comm

- Marlon responded that claim was cancelled but still will not call me back.

8/4

This is the general phone number for ESIS 800-888-0164

- Is part available
- Need Accident Report

Left Message

8/4/23

Sent email to motorsafety.org

8/5

Chat with Chevy

8/7/23

Received an email that my new advisor is Marlon.

This is like a 2 month episode of Punked.

8/11/23

Went to Bowser Chevrolet

Moved my Chevy Spark to the front of Service Department.

Advise Lou Sebastian that I needed my car repaired.

At no time did service department tell me that the part still was not available.

If they had told me that I would have again asked for a loaner.

Service Manager kept telling me that nothing he could do. Said he didn't have a phone #.

I gave him Marlon's Phone #

He called and left voicemail. I advised Lou that I was recording everything.

He called the Police and 3 cars responded.

They advised that I was not allowed back or I would be arrested.

As I was pulling out a police officer said that the car needed moved. Asked if he could have the keys. Before I could give him the keys he advised me that they wanted my car off lot.

I advised that it was there for a recall repair.

Chippewa Police Chief said that, I was swearing at customers and acting irrationally.

I have everything recorded from the time that I arrived.

There was no swearing at customers.

The police officer advised me several times that I could have it towed or they would have it towed. I told him over and over that it was there for a recall repair. He finally said, the last time, do I want to have my car towed or they will tow it.

I advised don't tow it when I leave because the police officer refused to let me call Chevy about the fact it was there for a recall repair.

Advised I was picking up auto
+ Bowser not to tow.

8/11/23

After I left I had a Chat on line with Chevy from 3:40 to 4:53pm.

I advised did not want my car towed since it was there for a recall repair.

I again was told that I needed to contact Marlon.

Advised them that I have been trying since 6/2/23.

8/11/23

Called AAA

Towtegrity will meet at 10:10pm

My wife, [REDACTED], Drove to Bowser Chevrolet and there was my Chevy Spark was no where to be found.

8/11/23

Called Chippewa PD

Where is the Spark ?

- Police never returned call
-

8/12/23

██████ Called Bowser

- Will advised that he was not sure where it was towed.

8/12/23

██████ Called Bowser

- Will advised that he was not sure where it was towed.

8/12/24

Called Sulli's Towing. He advised it was in their lot but not open until Monday. So they can charge me for the entire weekend.

8/14/23

Called Chippewa police on Monday morning.

The Spark was towed after I was told police officer in front of Bowser Chevy (Lou Sebastian) that I would have it towed.

Police officer checked report and said that the Spark was towed to Sulli's.

Advised me to call back in 15-20 minutes because he was not in office.

\$600

[illegible]

AAA towed to
2508 7th Ave
BF Pa 15010

8/28/23

Had to jump Doark

Mike tested battery 59%

8/29

Had to jump Spark

Need Mike to test and charge battery

Texted Mike 3:35pm

8/29/23

Monro

Paid for Replacement Stickers

8/29/23

New Battery

- Copy of receipt

Cleaned [REDACTED] Car + Found
Body Control Module Corroded

9/15/23

Left Message

General phone number for ESIS 800-888-0164

9/15/23

Left Message

Marlon

ESISCLAIMREP313@gm.com

313-818-6034

Case # [REDACTED]

Sent Email

Sent message on GM App

9/29

10/3

10/9

Okay I understand and I'm sorry about the high repair bill. I've made a note of this in your case and will have your senior advisor call you back regarding your issue. They are set to reach back out to you on 10/11.

10/9/23

Natalie advised that it was forwarded to ECIS / Marlon

Hello [REDACTED]. This is Natalie with Chevrolet reaching out on behalf of case [REDACTED]. Your case has been escalated to our ESIS GM Claims team. Your point of contact from now on is Marlon. His contact information is 313 818 6034 and ESISCLAIMREP313@GM.COM. Any updates will be provided by him moving forward.

Natalie

Please refer to someone else.

I have been dealing with Marlon since the accident in June. He does not return calls or messages.

I understand. I can escalate this to see if we can get any updates on this. I do not have the ability to assign your case to someone else since this is being handled by another department. (Natalie)

10/17

Hello [REDACTED]. This is Natalie with Chevrolet reaching out on behalf of case [REDACTED]. Please know that GM is working hard in regards to your inquiry and we will follow up within the next 3-4 business days for any updates. Thank you for your patience. Have a great day.

10/23

Hello [REDACTED]. This is Natalie with Chevrolet reaching out on behalf of case [REDACTED]. No updates at the time. We are waiting to hear back with more information to best assist you.

Please know that GM is working hard in regards to your inquiry and we will follow up within the next 3-4 business days for any updates. Thank you for your patience. Have a great day.

Just wondering why it's taking so long.

You advised me before

They are set to reach back out to you on 10/11.

Okay I understand and I'm sorry about the high repair bill. I've made a note of this in your case and will have your senior advisor call you back regarding your issue.

They are set to reach back out to you on 10/11.

I apologize for the delay, we have escalated your case due to the nature of your concerns.

11/2/23

Thanks for reaching out! Unfortunately, this channel is currently unavailable. To get the assistance you need, please contact 1-866-467-9700

11/8/23

Thanks for reaching out! Unfortunately, this channel is currently unavailable. To get the assistance you need, please contact 1-866-467-9700

11/8/23

Sent all information again to

Wkampert@powerofbrowser.com +
CustomerCare@chevrolet.com

11/8/23

Bowser Chevrolet

Sent email

GM Chance Saeler

Executive Director

Gary Semanchek

1/17/24

Battery was being Drained by Radio

Spoke to Nick (Benders)

- Said that will only be a couple bucks just did diagnostic tests
- Went to pay \$300+
- After speaking to Girl at front desk. Took a hour off
- \$190.32
- Need to check with Jeff

2/8/24

Spoke to Jeff @ Benders

Said that the car has been starting up every time.

Said that they have noticed that

Door Actuator (heat)

Hear it running when you get it

Should not be running

Which 1

May be fixed

Bring back if it happens again

[Sent from the all new AOL app for iOS](#)