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November 16, 2004

2004 DEC -3 PM 4:46

Ref: 2004 Chevrolet Malibu
1G1ZS52F34F [REDACTED]

To Whom It May Concern:

My daughter purchased a 2004, Chevrolet Malibu from Rancho Valley Chevrolet, Phillips Ranch, Ca., (909) 620-4446, in December, 2003. She has continually had electrical problems with the car from the beginning. We have contacted Chevrolet Customer Service numerous times about the problems with the vehicle. They feel that because they gave my daughter extended warranty, that the problem has been resolved. When [REDACTED] was given the warranty, it was not presented to her as a solution to the problem. Chevrolet is saying, because she accepted the warranty, that is all they are going to do. The service department says they can not find the problem, so what good is the warranty? If the vehicle can not be repaired, then warranty is not going to do her any good.

In the meantime, my daughter is driving an unsafe car. As a parent, I am very concerned about my daughter's safety. The vehicle has put my daughter in life-threatening situations, for example, when the car lost power, while she was traveling on a very busy freeway. With the steering wheel locked up, she had to try to get the car out of traffic to the side of the road. This has happened more than once. She is very lucky that she hasn't been the victim of a terrible accident. She has been stranded several times, when the car will not start. Her job causes her to come home late hours, and she has tried to start the car in the middle of the night, but it won't start.

The car has been in the service department several times for not starting. Recently, she was told to bring the car back again, when it would not start. When she got in the car to leave, on the service drive, the car would not start, in front of the service advisor. Even, with the car failing to start in front of them, they say, they can not find the problem.

During one of the visits, to the service department, the general manager was standing on the service drive. Knowing the problems that [REDACTED] has had, he said to [REDACTED] that if she brought the car in one more time with electrical problems, that he would have to see about putting her in a new car. She is still taking the car in for electrical problems. The car has, also, been in for the hazardous lights not working, the alarm going off, and the steering locking up. All problems, being a safety issue.

The first time the car lost power on the freeway, S&J Chevrolet thought they had fixed the problem. She wasn't three miles away, on the freeway, again, and the car lost power. S&J Chevrolet had the car for three weeks, and could not repair the car. We had the car towed to Rancho Valley Chevrolet. At that time, the car would not even start. After, some repairs to the computer system, [REDACTED] got her car back, after being in a service department over a month.

N/A
raj
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Since then, the car has been in several times for not starting. [REDACTED] still, has a car that has an electrical problem, and has been told that the problem exists, but they can not find the problem. The car is not safe, or dependable. I do not want her driving the car, at all, especially on the freeway. I don't understand why Chevrolet can not understand that the car has these unreparable electrical problems, and there is a definite safety risk with my daughter still driving the car.

[REDACTED] was driving an older Malibu and traded it in for the new one, so she could have a dependable car. She is spending a lot of money to own the new car and have insurance. She has bought three cars from Rancho Valley, and I have bought two. I am very disappointed in the way this matter is being handled. I am very upset that my daughter has the expense she has, to own a new car, and have the problems she has. But, my major concern is for my daughter's safety. Would you put your daughter in this car?

I feel that my daughter's car is a lemon, and something should be done about replacing the car. Thanking you in advance for reviewing this matter.

Sincerely,

[REDACTED]
Chino, Ca
[REDACTED]

C.f: General Motors Better Business Bureau
Los Angeles County Better Business Bureau
California State Attorney General
Chevrolet Customer Service
National Hwy Traffic Safety Adm.
Dept. of Consumer Affairs
Dept. of Consumer Repairs
Rancho Valley Chevrolet
General Motors

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