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January 8, 2005

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Mike Raatz
Service Department, Manager
Gordon Chevrolet
31850 Ford Road
Garden City, MI 48135

Dear Mike:

I wanted to express my concern and disappointment in my 1999 Chevy Malibu. My husband and I purchased it brand new at Gordon Chevrolet hopeful that it would be a reliable vehicle.

At only 43,000 miles, the intake gasket failed letting coolant into the oil. If we didn't have it repaired immediately, the engine would have blown up. Our mechanic has advised us that this is just one of many identical repairs they've had to perform on the same year Malibu. Upon doing some research of my own, I've found the same to be true. I've even found the same problem on other GM manufactured cars.

We have purchased three new Chevrolet vehicles in the last 5 years from Gordon Chevrolet. After this experience, though, we would think twice about purchasing a Chevrolet (or a GM Manufactured) car in the future.

Enclosed is the invoice showing the repairs that were necessary. We are asking for reimbursement for the \$807.37.

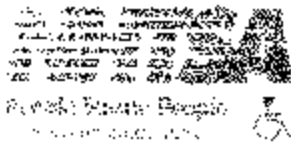
Please contact me with any questions you might have.

Sincerely,

Canton, MI

CC: Gordon Stewart, Gordon Chevrolet Owner
James Schram, Gordon Chevrolet New Cars Sales Manager
Susan Ianni, Gordon Chevrolet General Manager
NHTSA, Office of Defect Investigations and Manufacturers

N/A
A.E. S.
1/26/05



Defects - Search Results

Report Date : **December 8, 2004 at 10:47 AM**

NHTSA Action Number : **DP02008**

NHTSA Action Number : DP02008

NHTSA Recall Campaign Number : N/A

Make : CHEVROLET

Model: MALIBU

Manufacturer : GENERAL MOTORS CORP.

Year : 1999

Component : ENGINE AND ENGINE COOLING

Date Investigation Opened : September 3, 2002

Date Investigation Closed : September 24, 2002

Summary:

ALLEGED THAT THE ENGINE COOLANT BOILS OVER AND THE COOLANT RESERVOIR REQUIRES FREQUENT REFILLING

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**