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[REDACTED]
Burlington, VT [REDACTED]
February 18, 2005

Chevrolet Motor Division
Chevrolet Communication Center
P. O. Box 7047
Troy, MI 48007-7047

Re: 1998 Malibu VIN-1G1ND52M9W6 [REDACTED]
73,000 miles (more or less) on odometer

To whom it may concern:

I recently experienced a broken spring on the front driver's side of my car, a 1998 Malibu which I bought new in September 1998 from Deneker Chevrolet in Vergennes...30 miles south of Burlington. It has always been garaged every night in every season of the year, especially winter.

On the morning of February 3, 2005, I had just turned the key in the ignition when I experienced a sudden noise and feeling that my car had gone down on the left front side. I thought I had a flat in my new winter tire. I got out of the car, looked at the tire and saw nothing wrong with it. I backed out of the garage, heard no sound coming from under the car and decided to go to the nearest garage to have it looked at. I didn't get far when I smelled rubber burning. I pulled over and at that point my left front tire blew out with a bang and it was really flat.

There was a fire station nearby and I went there to call AAA. The firemen there insisted that they could put the "donut" on and I could drive to the service station instead of waiting for the tow truck, which would take an hour to get there. They went to change the tire and came back and told me when they removed the flat tire, they could see that my spring had snapped and tore up the tire. They could see no reason why the spring had snapped, no wear or rust. It looked okay to them.

I am a 75 year old widow with no knowledge of cars. I have always had my car serviced at ~~the~~ Deneker's, including oil changes, feeling that they would let me know when anything was going bad. And they have been very good about that. They had installed a new answering machine recently and because there was confusion in how to answer it, when I tried to make an appointment for an oil change, they missed the message and I had it changed at Jiffy Lube, where they also gave the car an inspection and found nothing wrong or going wrong, including the springs. This was in January.

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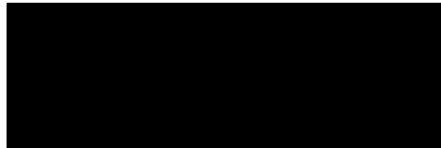
I am writing to you at the suggestion of many male friends and acquaintances who say they have never heard of a spring just snapping, especially on a car which has been garaged since purchase. In Vermont, most people leave their cars out summer and winter and laugh at "flatlanders" like me who garage them every night.

The front springs, struts, etc. were replaced at the local garage which sent the tow truck and is AAA approved. At the time, it was quicker and easier for me to have it done locally instead of at Deneker's, 30 miles away.

So...have you had any other complaints or information from dealers of 1998 Malibus having their springs just snap? I am really grateful it did not happen on a highway on one of my trips. I was told it might be a problem with other Malibus and should report it to Chevrolet. I love my Malibu. It has given me great pleasure to drive it on many trips from Vermont to Pennsylvania, New York and New Jersey to visit family and friends.

Any information you can give me on this unexpected \$1,066.00 problem would be greatly appreciated.

Sincerely,



cc: NHTSA, U.S. Department of Transportation
Washington, D. C. 20590

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).