

10117161

Baltimore Maryland

Phone:

E-Mail:

2005 MAR 23 AM 2:47

NHTSA
U S Department of Transportation
Washington DC 20590

Complaint:

I am sending your organization a folder that I would like you to carefully study. I have been dealing with General Motors about this matter for some time. From time to time they did compensate me with paying 1/2 of the cost of repair when while driving sown the street, the whole steering rack cracked for no reason. Less than a year later while driving home, the engine cradle rack came apart from the frame of the vehicle. Again they tell me that the do not know why this is happening. I tried to get them to admit that there might have been a defect in the car when it left the factory. They in turn told me that when you buy a used vehicle this what you get.

The car has less than 55000 mile on it and if you will look at the repair record on it. The major things that had to be done to this car are quite unusual.

I would like it to be on record, just in case I and my family is driving on the highway and something else breaks away from the car for no reason and we are injured or even killed. I want it to be on record that I went as far as I could with this matter.

Thank you.



EXECUTIVE SECRETARIAT
2005 MAR 24 P 3 26
TRANSPORTATION DEPARTMENT

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ORZ Rec'd
03-30-05
msj

[REDACTED]
Baltimore Maryland [REDACTED]

Phone: [REDACTED]

E-Mail: [REDACTED]

January 28, 2005

General Motors Customer Service
Chevrolet Division
P O Box 33170
Detroit Mi 48232-5070

Customer Service:

I am sending your company a file that I have kept, on a 1999 Malibu that I purchased in May 2002. I have put money after money into this vehicle. I have talked to representative from your company so many times.

I have two different file numbers with your customer service department.

The first was Number [REDACTED] and the recent one is Number [REDACTED]

This car just breaks apart for no reason at all. It has never been in a collision, as you will see from the vehicle fax report. I do not know why the parts just break off of the car. I replaced a power steering rack that just broke for no reason, and recently I had to replace an engine cradle rack that just broke away from the frame. I have talked to the dealer where I have my car service and no one can understand why the car keeps falling apart.

I am a sixty-six year old female that drive to store, to visit my children and to church. I do very little highway driving and rarely am I out at night. I have maintained this car since I purchased it. I am really afraid to drive the car because I do not know when another piece of the front end will break apart. If I am on the road, and something comes apart from the car while I am driving, I could be seriously injured or killed, me or a member of my family. I do carry my grandchildren from time to time.

I believe that I received a defected car. I would like you to look over all the information, all of work that has been done on the car. This is just not normal for a car with less than 55000 miles on its.

I would like your company to recall this car and compensate me with an automobile that is comparable. I am still making payments on this car and afraid of it falling apart.

[REDACTED]

[REDACTED]
Baltimore Maryland [REDACTED]

Phone: [REDACTED]

E-Mail: [REDACTED]

May 14, 2004

GMC Customer Assistance Center
P O Box 33172
Detroit MI 48232-5172

Service Department:

I would like information on this subject. I purchased a 1999 Malibu LS in 2002, I got the car fax report from the dealer and it did not show anything such as accidents. On March 4 2004, I noticed that the front end was very loose and it felt like the whole bottom was going to fall out. I took the car to Merchants automotive and the mechanic told me that the bolts that hold the steering rack in were gone. They ordered and put in two bolts. I thought that would be it.

On March 22 2004, I went out to go to work and when I got ready to pull out of my parking spot, I heard something like a pop and the steering was almost impossible. Since I know nothing about cars, I had the car towed to Anderson Automotive, which is where I purchased the car. After looking over the car, I was informed that the power steering rack was broken and had to be replaced. I had never heard of this before. I have owned General Motor cars all of my life. The last one I had for thirteen years and gave it to my daughter and it is still running.

I would like someone to explain to me what are the possibilities of this part of a car going bad within such a short length of time. I just want to know how it could happen since it is the first time I have ever heard of this unless the car had been in a terrible accident.

I have enclosed copies of my repair bills for you to look at. It is my intention to keep buying American-made cars. I really want to understand this.

Sincerely,

[REDACTED]

[REDACTED]
Baltimore Maryland

Phone: [REDACTED]

E-Mail: [REDACTED]

June 21 2004

Chevrolet Division
General Motors Corporation
P O Box 23170
Detroit Michigan 48232-5170

Service Request: [REDACTED]

Customer Relationship Manager Jessica Key:

I have enclosed the papers that you asked me to send, per our phone conversation on June 17 2004. You will notice that I had other work done on the car at the time.

I have highlighted all the information that pertains to this particular service request.

I am very interest in the Malibu Max. I would like to know if there are any specs as to how long the original major parts of your cars are to last under normal driving conditions. I just cannot believe that a major part needs to be replaced under 45000 miles.

I hope this information is satisfactory. I will look forward to hearing from you.

Thank you,

[REDACTED]

[REDACTED]
Baltimore Maryland

Phone: [REDACTED]

E-Mail: [REDACTED]

Ms. Keys:

Reference service Request [REDACTED]

Enclose is the document you requested, I hope this is sufficient. If not I do not know what else to send you. I am really frustrated about this whole thing. I still believe the automobile was defected either from the factory or from the dealer.

After this expense, two months later I had to put out \$600.00 to have the front wheel ABS system replaced. You have to realize that I brought this care with only 27000 miles on it and at the present time have only 47000 miles on it and all of this is happening to it. It seems to be coming apart piece by piece. I am wondering what I will have to replace next. My last automobile was a Buick Skylark and I owned it and put 140000 on it and never replaced this much major equipment on it. When I purchased this car, I gave the Buick to my daughter and the car is still running. This is a 1990 car. I just cannot understand but I am not going to try. I believe I got a lemon. This in not what is advertised as customer satisfaction, better built cars or resale value.

So if this is not sufficient I am sorry.

Thank you.

[REDACTED]

[REDACTED]
Baltimore Maryland
[REDACTED]

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August 22, 2004

General Motors Customer Service
Chevrolet Division
P O Box 33170
Detroit MI 48232-5170

Attention: Ms Jessica Keys:

Enclosed is the document of ownership that you requested during our last telephone conversation. I do hope this is sufficient.

I did put my car in the shop again, this time it was the power steering pressure hose that had to be replaced it caused deterioration of the sway bar and bushing failure. I do not understand it all I just keep paying so that I can keep driving. So I believe that until I am able to pay this vehicle off and trade it I will be repairing it every other month. I am still a little short of 50000 mile and I have put more money in this car in two years than I did in my Buick in five years. I cannot prove it but I believe I was sold a car with known problems. You live and learn.

Thank you for your assistance.

Sincerely,

[REDACTED]

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).