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U.S. CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, DC 20207

Todd A. Stevenson
Director - Office of the Secretary

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September 1, 2005

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
Department of Transportation / Office of General Counsel
400 7th Street, S.W.
Washington, DC 20590

Enclosed is a letter sent to the U.S. Consumer Product Safety Commission (Commission). The Commission cannot process the enclosed request or letter. The products or matters that are the subject of the correspondence do not fall within our jurisdiction. As a result we do not maintain any records responsive to the request and cannot respond to the concerns of the correspondent.

We are forwarding the request or letter for whatever action your agency deems appropriate. We have notified the correspondent about the referral.

If you have any questions or concerns, please contact us.

Sincerely,



Todd A. Stevenson

Enclosures

2005 SEP -9 AM 5:22

Handwritten:
9/15/05



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September 1, 2005

[REDACTED]
Nutley, NJ [REDACTED]

Re: Inquiry about your Chevy Malibu

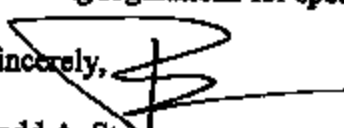
Dear Ms. [REDACTED]

This regards your inquiry that was copied to the U.S. Consumer Product Safety Commission (Commission). The matter about which you are corresponding does not fall within our jurisdiction. As a result, we do not maintain any records responsive to your inquiries and cannot respond to your concerns. We are sending your letter to the National Highway Traffic Safety Administration (NHTSA). The NHTSA may maintain the information you are seeking.

You can also contact them at their website, www.nhtsa.gov, or at this address:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
Department of Transportation / Office of General Counsel
400 7th Street, SW
Washington, DC 20590

The Commission is an independent regulatory agency of the federal government. Its mission is to protect the consumer from unreasonable risks of injury associated with consumer products, such as home appliances, clothing and toys. It has jurisdiction over more than 15,000 consumer products, and administers the following safety laws: The Consumer Product Safety Act, the Federal Hazardous Substances Act, the Flammable Fabrics Act, the Poison Prevention Packaging Act, the Refrigerator Safety Act and the Cigarette Safety Act. Our records usually concern issues of safety and compliance with existing regulations for specific manufacturers and their consumer products.

Sincerely, 

Todd A. Stevenson

in to
NHTSA

[REDACTED]
Nutley, New Jersey [REDACTED]

August 11, 2005

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210, 400 7th Street, SW
Washington, DC 20590

To Whom It May Concern:

In November 1999, I purchased a new 2000 Chevy Malibu. I am a low mileage driver and it now has just under 50,000 miles. The brakes have had to be done THREE times already—at 24,666, 37,158 and 49,592 miles. The first time, GM fixed them under warranty and after that they claim "normal wear and tear". I have owned and driven many cars over the years and there is no way three brake jobs for 50,000 miles is NORMAL.

The worst was my last experience. In February 2004, I had the brakes done (37,158 miles). Thanksgiving weekend 2004, I bought 4 new tires at a Good Year dealer and was told to get my brakes done soon because they were worn. That same day I went back to the dealer who had done the brakes in February. They put the car on the lift, pulled the left front wheel, and claimed there was nothing wrong with the brakes and that the tire dealer was trying to sell me something I didn't need. I was told the system is designed to "squeak" when the brakes need replacement. On Saturday night, July 29, (49,592 miles) I was coming home from a night out with friends. I stopped for a red light and my car started squealing like a ghetto wreck. I drove slowly the rest of the way home and prayed every time I had to step on the brakes that the car would stop. I took a day off from work that Monday and took the car to the same dealer. The brakes were metal on metal and the rotors were cut and needed to be replaced. \$600 later, I had a third brake job on this car. I had no "squeak" and when I questioned it their explanation was that the problem "bypassed the sensors". Every time I have had work done on the brakes, I've been told that the "GM had redesigned the rotors". If the rotors need redesign, why haven't they been forced to make a recall and replace them at their cost? By researching on the internet as well as by having conversations with other Malibu owners I learned that Malibu brakes are a well-known and well-documented safety deficiency. The Government has allowed them to try to keep this issue quiet and pass the costs on to the public. The dealership used to try to blame my driving—now they don't say anything nor do they deny my accusations that this is a design flaw that I should not be forced to pay for. They just tell me there is nothing they can do about it and try to drop to a lower gear to make the transmission slow the car instead of the brakes.

Sincerely,

[REDACTED]
cc: U.S. Consumer Product Safety Commission
Chevrolet Division of GM Corporation

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).