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September 20, 2005

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National Highway Traffic Safety Administration  
U.S. Department of Transportation  
Washington, D.C. 20590

Re: 2004 Chevrolet Malibu Brakes

I am the owner of a 2004 Malibu that was manufactures in the early part of the production year. My VIN # 1G1ZT52894F [REDACTED]

The brake rotors on my car began to warp after only 20,000 miles, yet the brake pads were only 1/2 worn. Upon being advised that I needed new rotors (I was advised that the aluminum rotors could not be properly resurfaced). With that my problem began and this is what I found:

1. Replacement rotors are not available.
2. My auto was manufactured in the first part of the production year.
3. GM identified the problem of the brake rotors and discontinued to put them on cars manufactured in the later part of the production year.
4. Yes, resurfacing of the aluminum rotors is only a temporary fix and that the rotors will warp again quickly.
5. The GM recommended fix is to have the car refitted with the new type rotors at a cost of \$900+.
6. GM does not give a warranty on brakes.
7. GM does not feel that it is there responsibility to report this defect to their customers.

I have been in contact with GM for over 2 months requesting that they replace my rotors at no cost to me. My file numbers with their "Customer Service" department is 1-348111309 and the customer service manager is Aundria McLendon. (Copies of all correspondence between GM and I will be furnished upon request.)

I do feel that if GM is aware of the defect in their brakes, and took action to correct the defect in later produced models, they have the responsibility to correct the defect on earlier production year models of the same vehicle.

Thank you for your attention to this matter.

Yours truly,

[REDACTED SIGNATURE]

Staten Island, NY [REDACTED]

*Hanther*  
9/29/05