

[REDACTED]  
SILVERTON, OR. [REDACTED]  
[REDACTED]

FEBRUARY 23, 2006

10153043

BBB AUTO LINE PROGRAM  
COUNCIL OF BETTER BUSINESS BUREAUS, INC  
4200 WILSON BOULEVARD  
SUITE 800  
ARLINGTON, VA 22203-1804

PH (1-800) 955-5100

DEAR SIR/MADAM,

WE ARE THE OWNERS OF A 2004 CHEVROLET MALIBU AUTOMOBILE,  
VIN 1G1ZT52824F [REDACTED].

IT WAS PURCHASED AT, MILES CHEVROLET, 3001 WEST NEWBERG HWY,  
WOODBURN, OREGON. IN SEPTEMBER 2004. IT WAS A NEW CAR AT THAT TIME. IT  
NOW HAS A LITTLE OVER 12,000 MILES ON IT.

STARTING IN SEPTEMBER 2005, MY WIFE AND I NOTICED A THUMPING  
SOUND COMING FROM UNDERNEATH THE FRONT END WHEN MAKING SLOW  
TURNS. THIS WAS BROUGHT TO THE ATTENTION OF MILES CHEVROLET IN  
LATE OCTOBER, OR EARLY NOVEMBER. THEIR SERVICE DEPARTMENT CHECKED  
THE SERVICE BULLETIN LISTS AND SAID THERE WAS A PROBLEM, AND THAT  
THE REPAIR PARTS WOULD BE AVAILABLE IN THE FIRST QUARTER OF 2006.

THE SOUND OF THE BANGING-THUMPING BECAME LOUDER, AND I CALLED  
THE CHEVROLET CUSTOMER ASSISTANCE CENTER ON JANUARY 18, 2006. I  
WAS ONCE AGAIN INFORMED THAT THE REPAIR PARTS WOULD BE  
AVAILABLE DURING THE FIRST QUARTER OF 2006.

ONCE AGAIN ON OR ABOUT FEBRUARY 15, 2006 I CONTACTED MILES  
CHEVROLET, AND TALKED TO HENRY IN THEIR SERVICE DEPARTMENT. HE  
INFORMED ME THAT THE PARTS NOW WOULD NOT BE AVAILABLE UNTIL THE  
SECOND QUARTER OF 2006.

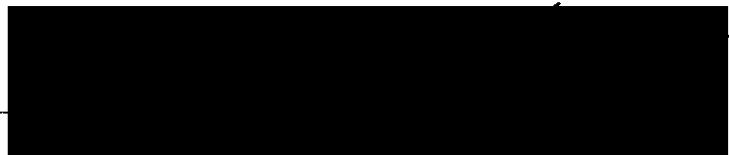
NAR  
C&T  
3/10/06

THIS IS NOT ACCEPTABLE TO ME. DOES CONTINUED OPERATION OF THE VEHICLE POSE A DANGER TO ME AND MY FAMILY. WHAT FURTHER DAMAGE COULD OCCUR IF THIS FAILURE IS NOT REPAIRED. I NOW CONSIDER THIS A SAFETY PROBLEM AND AM FORWARDING A COPY OF THIS LETTER TO THE OFFICE OF THE NHTSA.

NO ONE HAS NOTIFIED ME OF WHAT PART HAS FAILED, NOR IF THE FAILURE OF THAT PART COULD CAUSE OTHER DAMAGE. I WOULD APPRECIATE PROMPT ACTION ON HAVING THIS PROBLEM REPAIRED. SHOULD I PARK THE VEHICLE AND AWAIT FOR THE REPAIR? IF SO GM SHOULD PROVIDE US WITH A VEHICLE THAT DOES NOT HAVE THIS PROBLEM.

THANK YOU FOR YOUR CONSIDERATION.

SINCERELY YOURS,

A large black rectangular redaction box covering the signature area.A black rectangular redaction box covering the address area.

C.C. NHTSA, U.S. DEPARTMENT OF TRANSPORTATION  
WASHINGTON, D.C. 20590

CHEVROLET MOTOR DIVISION  
CHEVROLET CUSTOMER ASSISTANCE CENTER  
P.O. BOX 33170  
DETROIT, MI 48232-517  
PH (1-800) 222-1020

MILES CHEVROLET  
SERVICE MANAGER  
3001 WEST NEWBERG HWY  
WOODBURN, OR 97071

PH (800) 876-6453