



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

April 12, 2007

[REDACTED]
Rochester, NY [REDACTED]

NVS-216 aae
Ref. # 10186840

Dear [REDACTED]:

Thank you for your correspondence dated March 6, concerning your Model Year (MY) 2005 Chevrolet Malibu and the power steering problems you experienced. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on March 15. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

A review of our database relative to the power steering and numerous other problems described in MY 2005 Chevrolet Malibu vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

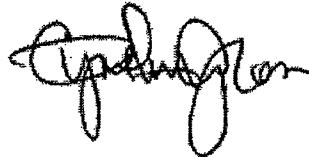


VEHICLE SAFETY HOTLINE
888-327-4236

If you have not done so, you may consider contacting your local Consumer Protection Agency and the Office of the Attorney General regarding your problems and your rights under the New York Lemon Law. Please continue to work with the Better Business Bureau (BBB Auto Line) as suggested by Chevrolet Motor Division.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. If you go directly to the Recalls page, <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallsearch.cfm>, you can search for recalls based on vehicle or recall number. An electronic Vehicle Owner's Questionnaire is also available on our Web site at <http://www.nhtsa.dot.gov/ivoq>. This form provides vehicle owners the means to report safety-related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. You may also visit the site: <http://www.nhtsa.dot.gov/cars/problems>. This page lists search engines which retrieve information from the NHTSA Database Files.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement