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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

[REDACTED]

DIVISION OF PUBLIC ADVOCACY
BUREAU OF CONSUMER FRAUDS AND PROTECTION

March 6, 2007

[REDACTED]
[REDACTED]
Rochester, NY [REDACTED]

Our File Number: 2007-610817
Company: Bob Johnson Chevrolet

Dear [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma

Philip Gamma
Bureau of Consumer Frauds
And Protection

cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

AA-
3/15/07
CC



ATTORNEY GENERAL ANDREW M. CUOMO
 STATE OF NEW YORK
 OFFICE OF THE ATTORNEY GENERAL
 BUREAU OF CONSUMER FRAUDS AND PROTECTION
 120 Broadway, 3rd Floor
 New York, NY 10271-0332
 Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM
 Consumer Hotline For Hearing Impaired
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BY
 PROTECTION BUREAU
 MAR 05 2007
 NYS OFFICE OF THE ATTORNEY GENERAL
 NEW YORK CITY OFFICE

- PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
- PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
- YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO NEW YORK CITY OFFICE.
- MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER	
YOUR NAME [REDACTED]	HOME TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED]	BUSINESS TELEPHONE NUMBER [REDACTED]
CITY/TOWN Rochester	COUNTY STATE ZIP Monroe NY [REDACTED]
COMPLAINT	
NAME OF SELLER OR PROVIDER OF SERVICES Bob Johnson Chevrolet	NAME OF OTHER SELLER OR PROVIDER OF SERVICES
STREET ADDRESS 1271 West Ridge Rd	STREET ADDRESS
CITY/TOWN STATE ZIP Rochester NY 14615	CITY/TOWN STATE ZIP
TELEPHONE NUMBER 585-663-4040	TELEPHONE NUMBER
DATE OF TRANSACTION 10/19/04	COST OF PRODUCT OR SERVICE \$ 24,086.90
HOW PAID (Check those which apply) <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Other Smart Buy	
DID YOU SIGN A CONTRACT? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT? Bob Johnson Dealership
DATE SIGNED 10/19/04	DATE ADVERTISED
WAS PRODUCT OR SERVICE ADVERTISED? <input type="checkbox"/> Yes <input type="checkbox"/> No	WHERE WAS IT ADVERTISED?
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) Safety	
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL starting 8-6-04	PERSON CONTACTED Service Department
NATURE OF RESPONSE Unable to duplicate our concerns	DATE OF RESPONSE starting 8-6-04
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No BBB Auto Line	
IS COURT ACTION PENDING? (Please describe as necessary) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
ADDITIONAL INFORMATION	
MANUFACTURER OF PRODUCT General Motors	PRODUCT MODEL OR SERIAL NUMBER Malibu
ADDRESS Po Box 33110 Detroit MI 48232-5170	WARRANTY EXPIRATION DATE 10/19/07
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No GM AC	

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT Starting 8/10/04 we started to experience several
(intermittent)
electrical problems with our 2004 Malibu. The dealership has been
"unable to duplicate" our concerns for over a 2 year period. The issue
that is most pressing is the loss of power steering intermittently.
2005 Malibus have electronic power steering. Again ~~we~~ unable
to duplicate problem. We have now had 3 near missed
or being in an accident because of the sudden loss
of power steering. We have contacted GM directly with
no resolution. We have found several technical bulletins
online as well as many customer complaints regarding
the loss of power steering.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) Allow us out of
the lease into another (GM?) automobile with out penalty.

WHO REFERRED YOU TO THIS OFFICE? Self


READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature:  Date: 3-1-07

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: **Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332**



Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

John Ryan
1-800-955-
5100
EXT-529

February 13, 2007

[REDACTED]
[REDACTED]
Rochester, NY [REDACTED]

Service Request: 71-478167558
Customer Relationship Specialist: Johnathan Milley

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, Chevrolet believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To contact the BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

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TSBs

[switch models]

[switch years]

2005 Chevrolet Malibu

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Please note: The TSB information displayed below are summaries. Unfortunately we do not have access to the full versions. To get full information about a particular TSB, write down the TSB number & contact your local dealer.

ALSO: The TSB numbers are the NHTSA numbers, which are different from the TSB numbers the manufacturers use. The manufacturers don't give out their TSB numbers to us, so if you ask your dealer for more information about a TSB, have them look it up by the issue date or the TSB title.

STEERING

TSB #060232007 -- KNOCK, CLUNK OR RATTLE TYPE NOISE FROM FRONT OF THE VEHICLE WHILE DRIVING OVER BUMPS AT LOW SPEEDS. *KB (NHTSA ID #10020816, JUNE 01 2006)

TSB #050232001 -- INCREASED STEERING EFFORT. *TT UPDATE. *TT (NHTSA ID #10014974, MARCH 01 2006)

TSB #060232002 -- NORMAL OPERATING CHARACTERISTICS OF ELECTRIC POWER STEERING (EPS) SYSTEM DURING EXTENDED LOCK-TO-LOCK (MAXIMUM STEERING WHEEL ROTATION) USAGE.

*TT (NHTSA ID #10019478, FEBRUARY 01 2006)

STEERING:COLUMN

TSB #050235001 -- STEERING COLUMN TILT/TELESCOPE WHEEL LEVER AVAILABLE FOR SERVICE USE. *TT (NHTSA ID #10014975, MARCH 01 2005)

STEERING:HYDRAULIC POWER ASSIST SYSTEM

TSB #4127 -- ~~LOSS OF POWER STEERING ASSIST AT HIGH ENGINE RPM.~~ *TT (NHTSA ID #10020217, no date provided)

STEERING:ELECTRIC POWER ASSIST SYSTEM

TSB #3795 -- ~~ELECTRIC STEERING IS INOPERATIVE WITH C0545.~~ *AK (NHTSA ID #10019283, no date provided)

TSB #3797 -- INTERMITTENT STEERING WHEEL DITHER AFTER FRONT END ALIGNMENT WAS PERFORMED. *TT (NHTSA ID #10018531, no date provided)

SUSPENSION

TSB #050309009 -- REVISED REAR SHOCK ABSORBER REPLACEMENT AND FASTENER TIGHTENING SPECIFICATIONS. *TT (NHTSA ID #10019020, NOVEMBER 01 2005)

TSB #040306001 -- VEHICLE LEADS/PULLS CHARACTERISTICS AND DIAGNOSIS. *TT (NHTSA ID #10011064, SEPTEMBER 01 2004)

TSB #3263 -- FRONT SUSPENSION NOISE ON TURNS. *EH (NHTSA ID #10011819, no date provided)

TSB #3263 -- FRONT SUSPENSION NOISE ON TURNS. *EH (NHTSA ID #10011819, no date provided)

SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:DISC:PADS

TSB #3781 -- SERVICE VME - THE PARTS CATALOG LISTS INCORRECT FRONT BRAKE PADS. *TT (NHTSA ID #10018550, no date provided)

SERVICE BRAKES, HYDRAULIC:ANTILOCK:ABS WARNING LIGHT

TSB #3192 -- THE ANTI-LOCK BRAKE SYSTEM INDICATOR IS ILLUMINATED AND DIAGNOSTIC TROUBLE CODE C1236 IS STORED. *TT (NHTSA ID #10010632, no date provided)

ENGINE AND ENGINE COOLING

TSB #050601005A -- WHISTLE TYPE NOISE COMING FROM ENGINE. *TT (NHTSA ID #10017817, SEPTEMBER 01 2005)

TSB #709 -- OIL LIFE SYSTEM RESET PROCEDURES - CARS. GM TECH LINK. *TT (NHTSA ID #10018126, SEPTEMBER 01 2005)

TSB #050601003A -- HIGHER THAN EXPECTED OIL CONSUMPTION BLUE SMOKE ON ACCELERATION. *EH (NHTSA ID #10013473, AUGUST 01 2005)

TSB #050604004 -- INFORMATION TO AVOID SETTING DIAGNOSTIC TROUBLE CODE P0442 LARGE EVAP LEAK WHEN HOISTING VEHICLE. *EH (NHTSA ID #10013477, JANUARY 01 2005)

TSB #050604004 -- INFORMATION TO AVOID SETTING DIAGNOSTIC TROUBLE CODE P0442 LARGE EVAP LEAK WHEN HOISTING VEHICLE. *EH (NHTSA ID #10013477, JANUARY 01 2005)

Bulletin Number: 3349A
BATTERY DRAW ADDITIONAL INFO. *TT
Bulletin Number: 3385A
REPEATED PARK LPS FUSE OPEN (ADDITIONAL INFORMATION). *TT
BACKLIGHTING IS INOPERATIVE DURING DAYLIGHT CONDITIONS (HEADLIGHT SWITCH TURNED ON MANUALLY). *TT
Bulletin Number: 3393A
BACKLIGHTING IS INOP DURING DAYLIGHT CONDITIONS (HEADLIGHT SWITCH TURNED ON MANUALLY) *SC
Bulletin Number: 3399
ENGINE CRANKS BUT WILL NOT START. *SC
Bulletin Number: 3404A
MACHINING DEBRIS ON THE OIL FILTER ELEMENT. *SC
Bulletin Number: 3433
SERVICE ENGINE SOON (SES) LIGHT AND SEVERE ENGINE MISFIRE ON CYLINDERS 1 AND 4 OR CYLINDERS 2 AND 3. *TT
Bulletin Number: 3441
4T40E/4T45E HARD TO SHIFT. *TT
Bulletin Number: 3447
4T40E OR 4T45E WILL NOT SHIFT NO DIAGNOSTIC TROUBLE CODES. *TT
Bulletin Number: 3510
SUPPLEMENT TO 05-06-01-003A - WRONG THROTTLE GASKET PART NUMBER. *TT
Bulletin Number: 3535A
CRANK NO START (LX9) ONLY. *SC
Bulletin Number: 3550
STARTER STAYS ENGAGED AFTER ENGINE STARTS. *AK
Bulletin Number: 3648
HESITATION ON ACCELERATION AFTER INTERNAL ENGINE REPAIRS - CHECK INJECTOR HARNESS ORIENTATION. *TT
Bulletin Number: 3649
INTERMITTENT LONG CRANK BUT WILL NOT START OR INTERMITTENT NO CRANK. *TT
Bulletin Number: 3706
SES LIGHT DURING LOW SPEED DRIVING AFTER A HOT SOAK WITH A P0171 DTC. *TT
Bulletin Number: 3781
SERVICE VME - THE PARTS CATALOG LISTS INCORRECT FRONT BRAKE PADS. *TT
Bulletin Number: 3786
NO START AFTER ENGINE HARNESS REPLACEMENT (NON-ABS). *TT
Bulletin Number: 3795
ELECTRIC STEERING IS INOPERATIVE WITH COB45. *AK
INTERMITTENT STEERING WHEEL DITHER AFTER FRONT END ALIGNMENT WAS PERFORMED. *TT
Bulletin Number: 4127
LOSS OF POWER STEERING ASSIST AT HIGH ENGINE RPM. *TT
Bulletin Number: 701
FUEL FILTER REPLACEMENT. GM TECH LINK. *TT
Bulletin Number: 708
LOOSE SHIFT KNOB. *SC
Bulletin Number: 709
OIL LIFE SYSTEM RESET PROCEDURES - CARS. GM TECH LINK. *TT
2005 CHEVROLET MALIBU CLASSIC
Bulletin Number: 3170E



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Automotive Recall and Technical Service Bulletin Titles for 2005 Chevrolet Malibu V6-3.5L VIN 8.

TSB Number & Issue Date	TSB Title
05539A APR 05	Recall - PCM Integrated Circuit Chip Damage

TSB Number & Issue Date	TSB Title
05094A MAR 06	Campaign - Sun Visor Mirror Cover Replacement
05548B AUG 05	Campaign - Engine Harmonic Balancer Not Seated
05055 MAY 05	Campaign - Incorrect Door Hinge Bolts
05016 JAN 05	Campaign - Door Latch Freezing

TSB Number & Issue Date	TSB Title
06-02-32-013 OCT 06	Power Steering - Diagnostic Tips
05-08-110-005E OCT 06	Interior - Sun Visor Mirror Cover Won't Open/Comes Off
00-06-04-033B OCT 06	Emissions - OBDII I/M Readiness Testing
02-08-98-001C OCT 06	Body - Metal Panel Adhesive Bonding Information
00-00-89-027D OCT 06	Interior - Eliminating Unwanted Odors
04-03-10-001C OCT 06	Tires - Tread Puncture Repair Procedures
05-03-07-009A SEP 06	Wheel Alignment - Recommendations/Requirements
05-05-26-002A SEP 06	Brakes - Low Speed Creak/Squeak From Rear of Vehicle
06-06-04-049 SEP 06	Engine Controls - Extended Hot Start Crank Time
04-03-10-012A SEP 06	Wheels - Pitting/Brake Dust On Chrome Wheels
05-00-89-078A SEP 06	Fuel System - GM Fuel System Treatment Plus(R)
00-08-48-005B SEP 06	Body - Distortion On Outer Glass Surfaces
06-08-49-016B SEP 06	Instruments - Backlighting Inoperative During Daylight
06-08-111-004 SEP 06	Body - Exterior Emblem Discoloration/Peeling/Blistering
06-03-10-010 SEP 06	Wheels - Changing Procedures/Precautions
03-08-44-005F SEP 06	Audio, A/C - Poor Radio Reception/Defogger Grid Inop.
05-06-02-002A AUG 06	Cooling System - DEXCOOL(R) Leak Detection Dye

03-07-29-004C AUG 06 M/T - Normal Operating Characteristics
 00-00-90-002D AUG 06 Tires - Inflation Pressure Information
 06-08-50-009 AUG 06 SRS - Occupant Sensing System Precautions
 03-03-10-007B AUG 06 Tires - Original Equipment Tire Characteristics
 00-06-02-006D AUG 06 Cooling System - Coolant Recycling Information
 06-06-04-037 AUG 06 Engine Controls - MIL Function During I/M Testing
 00-03-10-002D AUG 06 Wheels Chrome Wheel Chemical Staining/Pitting/Corrosion
 00-00-89-008F JUL 06 Vehicle - Recreational (Dinghy) Towing Information
 05-06-04-022B JUL 06 Fuel System - TOP TIER Gasoline Information (Canada)
 06-01-39-007 JUL 06 A/C - Contaminated R134A Refrigerant
 04-06-04-047F JUL 06 Fuel System - TOP TIER Gasoline Information
 06-06-04-035 JUL 06 Fuel System - E85 Fuel Usage Information
 06-08-43-003 JUN 06 Windshield Wipers - Performance/Cleaning and Maintenance
 00-05-22-002H JUN 06 Brakes - Warranty Guidelines and Service Procedures
 06-08-42-004B JUN 06 Lighting - Front Park/Turn/DRL, Rear Stop/Turn/Tail Inop
 99-08-51-007C JUN 06 Wheels - Aluminum Wheel Refinishing Recommendations
 06-02-32-007 JUN 06 Steering - Front End Clunk/Rattle on Bumps
 04-07-30-037B JUN 06 A/T - Dexron®(R) VI Fluid Availability
 99-04-20-002D JUN 06 A/T - Clunk When Shifting From PARK/DRIVE/REVERSE
 05-06-04-035B MAY 06 Fuel System - E85 Fuel Usage Recommendations
 03-07-30-043A MAY 06 A/T - Shift Lock Control Feature Function
 04-08-66-011A MAY 06 Body - Liftgate May Relatch When Using Power Release
 06-02-35-012 MAY 06 Steering - Revised Tilt Lever Replacement
 05-08-51-008A MAY 06 Body - Bumps/Rust Colored Spots in Paint
 06-03-06-004 MAY 06 Suspension - Revised Trim Height Inspection/Specs.
 06-06-04-030 MAY 06 Fuel System - E85 Refueling Station Information
 05-06-01-019D MAY 06 Engine - Rear Crankshaft Main Seal Oil Leaks
 04-06-04-036B MAY 06 Engine Controls - Reprogramming Warranty Coverage
 05-07-30-028A MAY 06 A/T - 4L60-E/4L65-E/4L70-E Product Updates
 06-02-32-005 MAY 06 Steering - Snap/Pop Noise When Turning Steering Wheel
 06-08-45-004 MAY 06 Electrical - Instrument Panel & General Wiring Repair
 06-08-44-015 APR 06 Audio System - Portable Audio Equipment Noise
 06-06-01-010 APR 06 Exhaust System - Close-Coupled Cat Converter Information
 05-03-10-003B APR 06 Wheels/Tires - Slow Leaks From Aluminum Wheels
 06-06-05-002 APR 06 Exhaust System - Loud Pinging Noise On Cool Down
 05-08-64-002B APR 06 Body - Door Latches Freezes in Extreme Cold
 02-08-48-001B MAR 06 Body - Urethane Adhesives for Glass Applications
 05-02-32-001B MAR 06 Steering/Suspension - Difficult Steering On Cold Start
 05-06-03-002B MAR 06 Battery, Charging System - Electrical Diagnostics
 02-06-03-009B MAR 06 Electrical - Battery Charging Tips
 02-06-04-015A MAR 06 Starting System - Engine No Start/No Crank Condition
 02-08-46-010G MAR 06 OnStar(R) - Programming for Canadian French
 06-03-10-004 MAR 06 Tires/Wheels - Wheel Weight Usage Precautions
 05-08-46-004A FEB 06 OnStar(R) - Incorrect Phone Number Assigned to Vehicle
 06-08-46-001 FEB 06 Accessories - Revised OnStar(R) Microphone Replacement

02-06-05-004B FEB 06 Accessories - DTC's P0300, P1380, P1381
 05-08-44-029A FEB 06 Audio System - Radio Knob Availability
 05-06-01-009B FEB 06 Engine - Drive Belt, High RPM Squealing Noise
 04-08-46-002B FEB 06 OnStar(R) - Unable to Connect, Bulletin Cancellation
 02-07-30-052D FEB 06 A/T - Fluid Cooler Flushing
 06-02-32-002A JAN 06 Electric Power Steering - Operating Characteristics
 06-06-04-002A JAN 06 Eng. Controls/Emissions - SES Lamp ON/DTC's P0404/P140
 00-06-01-012B JAN 06 Engine - Surface Conditioning Disc Usage Prohibition
 99-08-52-005B JAN 06 Keyless Entry - Operational Characteristics
 06-06-01-002 JAN 06 Engine - Revised Oil Pan Replacement Procedure
 04-06-04-051B JAN 06 Fuel System - Fuel Injector Maintenance Cleaning
 05-09-41-010 DEC 05 SRS - New SIR System Disabling Procedure
 05-03-10-020 DEC 05 Tires/Wheels - Nitrogen Gas Usage for Filling Tires
 05-08-98-004 DEC 05 Body/Frame - Laminated Steel Repair Procedures
 05-08-52-004 DEC 05 Body - Revised Power Door Lock Receiver Replacement
 05-08-53-001A DEC 05 Interior - Seat Rear Trim Panels Falling Off (CANCELLED)
 02-08-44-007B DEC 05 Audio System - Vinyl Roofs Affect Radio Performance
 02-07-30-001D DEC 05 A/T Controls - DTCs P0894/P1870 Diagnostics
 02-08-46-007A NOV 05 OnStar(R) - Unable To Renew Hands-Free Call Minutes
 99-09-40-005C NOV 05 Restraints - Seat Belt Extender Availability
 99-08-51-001A NOV 05 Body - Paint-Less Dent Repair Recommendations
 02-01-39-004B NOV 05 A/C - New PAG Oil
 05-08-50-014 NOV 05 Interior - Seat Track Synchronization Procedure Addition
 05-03-09-009 NOV 05 Suspension - Revised Rear Shock Absorber Replacement
 05-00-89-072 OCT 05 Engine/Fuel System - Oil/Fuel Additive Recommendations
 01-07-30-041B OCT 05 A/T - Diagnosing Fluid Leaks
 01-07-30-010B OCT 05 A/T - Torque Converter Replacement
 05-06-04-060 SEP 05 Engine, A/T Controls - Shared Diagnostic Trouble Codes
 05-06-01-005B SEP 05 Engine - Whistle Type Noise on Acceleration/Cruise
 05-08-49-023 SEP 05 Instruments - Instrument Cluster Bulb Replacement
 05-08-110-05 AUG 05 Interior - Sun Visor Mirror Cover Breaks Off
 04-08-110-004B AUG 05 Interior - Rear Sunshade Unhooked at Sunroof Trim
 03-06-04-012A AUG 05 Electrical - Harness Connection Inspection
 01-06-01-011B AUG 05 Engine - Oil Consumption Guideline Information
 04-08-48-001B JUN 05 A/C - Broken Rear Window Defogger Grid Detection
 05-08-44-017 JUN 05 Audio System - AM Static With Rear Defogger ON
 00-03-10-006A JUN 05 Tires - Radial Force Variation Information
 02-07-30-013E MAY 05 A/T - 4T65E Poor Performance/Harsh Shifts/DTC's Set
 05-03-09-006 MAY 05 Suspension - Revised/New Rear Suspension Tightening Spec
 05-06-04-004A MAY 05 Emissions - DTC P0442/P0455 Prevention
 05-08-49-011A MAY 05 Instruments - DIC Messages Missing
 05-03-07-005 APR 05 Steering/Suspension - Trim Height/Alignment Spec. Change
 05-09-41-006 APR 05 Air Bag System - False DTC's B0595 Information
 00-08-46-002A APR 05 OnStar(R) - Cellular Antenna Replacement Parts
 03-05-24-001A MAR 05 Brakes - Wheel Cylinder Inspection Guidelines

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Electrical System		11	<input type="radio"/> Open Viewer	<input type="radio"/> Close	

Yes, include on Custom Report

SERVICE BULLETIN:3159C NHTSA ITEM NUMBER:10010287

MFG Bulletin Date: 19010101

Component: ELECTRICAL SYSTEM

Bulletin Summary: SIR LIGHT ON WITH CODES B0012.0E AND B0013.0E. *TT

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<p>Create Custom Report <input type="button" value="Create"/></p>	<p>Date added to database: 20060105</p> <p>Now you can receive the same Full TSB Content that Dealers get for ALL Service Bulletins ever issued for this model car plus ALL Bulletins issued for the next 12 months. [Purchase] [What you'll get]</p>
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<input type="checkbox"/> Yes, include on Custom Report <hr/> Create	<p>SERVICE BULLETIN:3385 NHTSA ITEM NUMBER:10020916</p> <p>MFG Bulletin Date: 19010101</p> <p>Component: ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS</p>

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<input type="checkbox"/> Yes, include on Custom Report <hr/> Create Custom Report <input type="button" value="Create"/>	<p>SERVICE BULLETIN:050850002 NHTSA ITEM NUMBER:10013488</p> <p>MFG Bulletin Date: 20050101</p> <p>Component: SEAT BELTS</p> <p>Bulletin Summary: FRONT SEAT HEAD RESTRAINT UNCOMFORTABLE POSITIONED TOO FAR FORWARD. *EH</p> <p>Date added to database: 20050419</p> <p>Now you can receive the same Full TSB Content that Dealers get for ALL Service Bulletins ever issued for this model car plus ALL Bulletins issued for the next 12 months. [Purchase] [What you'll get]</p>
<input type="checkbox"/> Yes, include on Custom Report <hr/> Create Custom Report <input type="button" value="Create"/>	<p>SERVICE BULLETIN:050850002 NHTSA ITEM NUMBER:10013488</p> <p>MFG Bulletin Date: 20050101</p> <p>Component: SEAT BELTS</p> <p>Bulletin Summary: FRONT SEAT HEAD RESTRAINT UNCOMFORTABLE POSITIONED TOO FAR FORWARD. *EH</p> <p>Date added to database: 20050419</p> <p>Now you can receive the same Full TSB Content that Dealers get for ALL Service Bulletins ever issued for this model car plus ALL Bulletins issued for the next 12 months. [Purchase] [What you'll get]</p>
<input type="checkbox"/> Yes, include on Custom Report	<p>SERVICE BULLETIN:050853001 NHTSA ITEM NUMBER:10013450</p> <p>MFG Bulletin Date: 20050101</p> <p>Component: SEATS</p>

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<p>Lighting and Communications Systems 5 <input type="button" value="Open Viewer"/> <input type="button" value="Close"/></p> <p>Misc. Components 12 <input type="button" value="Open Viewer"/> <input type="button" value="Close"/></p>	
<input type="checkbox"/> Yes, include on Custom Report <hr/> Create Custom Report <input type="button" value="Create"/>	<p>SERVICE BULLETIN:060849016 NHTSA ITEM NUMBER:10020735</p> <p>MFG Bulletin Date: 20060901</p> <p>Component: DIGITAL INSTRUMENT PANEL</p> <p>Bulletin Summary: INSTRUMENT PANEL CLUSTER (IPC) BACKLIGHTING INOPERATIVE DURING DAYLIGHT HOURS. *KB</p> <p>Date added to database: 20070104</p> <p>Now you can receive the same Full TSB Content that Dealers get for ALL Service Bulletins ever issued for this model car plus ALL Bulletins issued for the next 12 months.</p>

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Power Train	4	<input type="radio"/> Open Viewer	<input type="radio"/> Close
Steering	7	<input type="radio"/> Open Viewer	<input type="radio"/> Close
<p><input type="checkbox"/></p> <p>Yes, include on Custom Report</p> <p>Create Custom Report</p> <p><input type="button" value="Create"/></p>	<p>SERVICE BULLETIN:050232001 NHTSA ITEM NUMBER:10014974</p> <p>MFG Bulletin Date: 20060301</p> <p>Component: STEERING</p> <p>Bulletin Summary: INCREASED STEERING EFFORT. *TT UPDATE. *TT</p> <p>Date added to database: 20050513</p> <p>Now you can receive the same Full TSB Content that Dealers get for ALL Service Bulletins ever issued for this model car plus ALL Bulletins issued for the next 12 months. [Purchase] [What you'll get]</p>		
<p><input type="checkbox"/></p> <p>Yes, include on Custom Report</p> <p>Create Custom Report</p> <p><input type="button" value="Create"/></p>	<p>SERVICE BULLETIN:060232002 NHTSA ITEM NUMBER:10019478</p> <p>MFG Bulletin Date: 20060201</p> <p>Component: STEERING</p> <p>Bulletin Summary: NORMAL OPERATING CHARACTERISTICS OF ELECTRIC POWER STEERING (EPS) SYSTEM DURING EXTENDED LOCK-TO-LOCK (MAXIMUM STEERING WHEEL ROTATION) USAGE. *TT</p> <p>Date added to database: 20060316</p> <p>Now you can receive the same Full TSB Content that Dealers get for ALL Service Bulletins ever issued for this model car plus ALL Bulletins issued for the next 12 months. [Purchase] [What you'll get]</p>		
<p><input type="checkbox"/></p> <p>Yes, include on Custom Report</p>	<p>SERVICE BULLETIN:060232007 NHTSA ITEM NUMBER:10020816</p> <p>MFG Bulletin Date: 20060601</p> <p>Component: STEERING</p>		

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Suspension, Wheels, Tires	4 <input type="radio"/> Open Viewer <input type="radio"/> Close
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and Sports: Lists Name Best Buys on the Road.. and the Worst

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Lists Name Best Buys on the Road.. and the Worst

Buying a car is a big investment that could mean the difference between a smooth ride and a bumpy road ahead

Two new lists break down the best buys on the road -- and the ones that have consumers complaining the most

(KDKA) Pittsburgh Buying a new car can be a stressful and costly decision; but two lists can help make sure consumers don't get taken by the car that's supposed to take them places.

Traffic Safety Administration.

The Center for Auto Safety then weighs the complaints against the number of cars sold to come up with the most complained about new cars of the year.

"These lists are good lists to look at when you are going to buy a car. It doesn't mean that the vehicle is a lemon, but it's one piece of the puzzle." -- Susanne Kimberland, Consumer Attorney

If you're driving around in a 2005 Suzuki Verona, chances are you've had more than your share of problems; it's -- by far -- the most complained about new car on the road.

"This particular car has a problem with stalling and hesitation during operation," explains Consumer Attorney Susanne Kimberland, "which means that you can be driving down the street and it will hesitate as you pull out -- and there is stalling as you try to use the vehicle as well."

Kimberland says the Nissan Quest has also had its share of unhappy customers who complain about stalling.

The Volkswagen Touareg is the third most-complained about car -- because of a safety problem that Kimberland refers to as "the death lag."

"You could be operating the vehicle on the highway," Kimberland explains, "and it just quits."

This year, the normally reliable Nissan has had customers complaining about brake problems in the Armada. Many drivers say they feel vibrations in the brakes and excessive wear.

Those are just the top five most-complained about vehicles to top the 2005 Consumer Complaint Index.

2005 Car Complaint Index

Are you riding in one of the most complained about cars on the road? According to the Center for Auto Safety, the following vehicles have the highest "complaint index ratio"

- **1. Suzuki Verona**
- **2. Nissan Quest**
- **3. Volkswagen Touareg**

- 5. Chevrolet Malibu
- 6. Mazda RX 8
- 7. Chrysler Pacifica
- 8. Nissan Maxima
- 9. Nissan 350z
- 10. Toyota Sienna

[Click here for the complete list](#)

Kimberland says manufacturers typically watch these lists carefully. In fact, Hyundai and Mazda both made changes to their cars after making this list in past years; and neither automaker has a problem car this year.

Moving from the most complaints -- to the most compliments...

Best Buys on the Road

While the Car Complaint Index may help drivers steer clear of vehicles that could bring problems down the road, another list may help make sure they get their money's worth.

This year, the Hyundai Accent is considered one of the year's best buys on the road. Consumers in the market for something a little larger may want to get behind the wheel of a Hyundai Elantra or Audi A4.

While safety features like crash test performance and rollover prevention play big roles in making the "Best Buy" list, it's not the only thing that makes consumers happy.

Consumer Attorney Susanne Kimberland says the Hyundai Elantra's five-year, 60,000-mile warranty gets high marks from customers. "It makes it one of the best warranties in the industry," and she adds, "gives consumers piece of mind."

Best Buys for 2005

Source: Center for Auto Safety

Sedans - Large:

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