



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

2007 NOV 28 AM 7: 17

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]

Bohemia, NY [REDACTED]

NVS-216 nlm
Ref. # 10207206

Dear Ms. [REDACTED]:

Thank you for your correspondence dated September 28, 2007, concerning a problem you encountered in your model year (MY) 2000 Chevrolet Malibu. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Your correspondence was received on October 23, 2007.

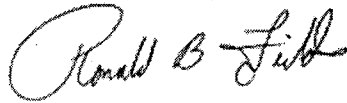
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. 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. Please be advised that customer satisfaction campaigns are not safety-related recalls and do not fall under our jurisdiction. We contacted the manufacturer with regard to NHTSA recall 03V-327. It was revealed through that conversation that only 2000 Chevrolet Malibu vehicles built February 1, 2000 through June 23, 2000 were involved in this recall. We recommend that you continue to work with General Motors to resolve your concerns. We regret that we are unable to assist you further with this matter.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in cursive script, reading "Ronald B. Fields".

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement