



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

2007 NOV 19 AM 7:28

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]
Chattanooga, TN [REDACTED]

NVS-216 nlm
Ref. # 10208372

Dear Ms. [REDACTED]:

Thank you for your correspondence dated October 30, 2007, concerning your model year (MY) 1999 Chevrolet Malibu. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on November 7, 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. 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. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to upper and lower intake manifold gasket problems in MY 1999 Chevrolet Malibu vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for your information; or you may visit our website at:

<http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>.

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.

We sympathize with you concerning the problem you reported. Regarding your request for reimbursement; this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Tennessee Office of the Attorney General regarding your problem and your rights under the Law. You may also ask your dealership for a meeting with the General Motors district manager regarding your problem.

★★★★★
NHTSA
www.nhtsa.gov

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 black ink that reads "Ronald B. Fields". The signature is written in a cursive style with a large initial "R" and "F".

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

Enclosure:
Motor vehicle Defects and Recall Campaigns brochure