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2008 JAN 14 AM 8:15

2007 JAN 10 PM 10:35

Wheelwright, MA

January 3, 2008

NHTSA
U.S. Department of Transportation
Washington, D.C. 20590

To whom it may concern:

Enclosed please find my recent letter to Chevrolet for an obvious safety issue in my 1999 Malibu that Chevrolet/General Motors knew about long before I had a problem. They issued a service bulletin about coil springs that MAY break. Mine broke in my driveway, I was lucky. What about the person on the highway going 65-70 miles per hour and this coil spring breaks? This is a safety issue that Chevrolet has ignored. Please look into this issue for me. Thank you for your consideration.

Sincerely,

AA
01/14/08
KB

Wheelwright, MA

January 3, 2008

Chevrolet Motors Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

To whom it may concern:

I am writing about a safety issue on my 1999 Chevy Malibu. I purchased my car in 2000 and have taken good care of it.

On Wednesday, December 12, 2007, I was backing out of my garage when I heard a squealing sound and as I stepped on the brake, I heard a loud clunk and my front end FELL. The left front end was resting on my tire!

I had my car towed to my mechanic. He was gone for the day, so he checked out my car on the morning of December 13. He called me and said a coil spring broke! Now, I must say that this coil spring breaking is a safety issue, especially when a service bulletin had been issued by Chevy stating that some "coil springs MAY break".

I am so thankful that I was in my driveway at the time of this episode. If the coil spring had broken on Saturday, December 15th, I would have been on the highway going 65 miles per hour. I was supposed to be headed north to New Hampshire on Saturday morning! I can only imagine what would have happened if this coil spring had broken going 65 miles per hour on a 3 lane highway. I can assume the worst....death.

I am upset with General Motors and Chevrolet for not recalling this obvious safety issue in my car. I always have felt safe driving my Malibu, but now I fear for what else "MAY" break and this car maker knows all about these safety issues and we, as consumers, are unaware of these issues until the unimaginable happens.

It cost me plus labor for the coil spring and I would appreciate reimbursement. How can you justify not recalling this coil spring? I would like to know how you can acknowledge that a problem exists with coil springs and not recall them? Is it a percentage of Deaths/or issues like mine that force you to recall a knowing problem? My next car "MAY" not be a Malibu, or any General Motors product.

Still upset over what might have happened,

cc: NHTSA