

CL-10219537-1925

February 11, 2008

2008 FEB 27 AM 9:23

2008 FEB 20 A 11:21

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington DC 20590

RE: 2004 Chevrolet Malibu
VIN#: 1G1ZU54854F [REDACTED]

To Whom It May Concern:

This letter is to report problems that have been encountered with our 2004 Chevrolet Malibu.

On a number of occasions, the electronic power steering will go out without notice. Many times, the words Power Steering will appear on the menu display board, but the power steering at that time is working fine. For example, my commute to work is approximately 25 miles one way and on average this display goes off four (4) times a day. On the occasions that the power steering has malfunctioned, this alarm/display did not appear—the power steering simply failed. In order to regain power steering again, you must pull over and re-start the vehicle and the power steering works again. One time, we had to pull over twice within a 2-mile stretch on a four-lane highway to restart the vehicle, due to power steering failure.

The first time it was taken to the GMC dealership, they stated that it needed to be reprogrammed or recalibrated, which they did, at a cost to us of \$45.00, which did not fix the problem. The next time it was taken to the GMC dealership, they could not detect the problem the first day and requested to keep it over night, which they did. As usual, they could not get the power steering to act up, but gave us an estimate of \$550.00 + tax to replace the steering column, at our expense.

In addition, the following steering-related repairs have been encountered:

- 11/13/2006: "Customer states hearing clunk noise in Left front when turning and accelerating; test drove to verify concern and replaced power steering gear due to clunk and adjusted front toe." This was covered under warranty—cost unknown.
- 8/9/2007: "Customer states hearing clunk noise when turning and accelerating; test drove to verify concern and replaced intermediate steering shaft." This was not covered under warranty and charges of \$253.37 were incurred.

We recently contacted the Chevrolet Motor Division who advised us that they could not help us with this problem.

This could potentially be a very serious safety issue and we would appreciate a full investigation into this problem, and thank you in advance for your attention into this matter. Please do not hesitate to contact Tom if you have any questions or need any additional information.

Sincerely,

[REDACTED]
Marshallville, OH [REDACTED]

[REDACTED] (home) or [REDACTED] (work)

MC
2/27/08
KB

BACK TO CHEVROLET MALIBU COMPLAINTS

CHEVROLET RECALLS

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TSBs LLC

[switch models]



[switch years]

2004 Chevrolet Malibu

DEFECT INVESTIGATIONS



There are also 3 Chevrolet recalls » 222 TSBs » for the Chevrolet Malibu.

Power Steering

Everything to do with Power Steering items.
Yahoo.com

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LOSS OF ELECTRIC POWER STEERING: Steering:Electric NHTSA Defect Investigation #EA04018 Power Assist System**

CLOSED

** This defect investigation is filed under 2 related vehicle components.

no recall issued 2004 CHEVROLET MALIBU -- In performing this engineering analysis, ODI determined that the electric power steering system in the subject vehicles can malfunction or fail, causing the driver to lose power steering assistance; however, due to the following reasons, ODI has decided that further expenditure of Agency resources on this investigation is not warranted at this time: - GM issued customer satisfaction campaign (csc) 04050A in December 2004 to address the alleged defect in approximately 58,700 subject vehicles, encompassing at least 97 percent of the Complaint and warranty claims population. Vehicles outside the Csc 04050A population contain a newly designed torque and Position sensor and have experienced a relatively low complaint Rate. This customer satisfaction campaign presently has a Completion rate of 52%. - the impact on the driver's ability to control these relatively Small and light vehicles was limited. VRTC test engineers were Unable to induce a failure mode that would cause the eps to Substantially limit the driver's ability to turn the vehicle in a Particular direction or to provide the driver with unintended Power assistance. - there is no risk of fire. Accordingly, this investigation is closed. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. The Agency will continue to monitor complaints and other information relating to the alleged defect in the subject vehicles and take further action in the future if warranted by the circumstances. (for further details see attached engineering analysis (EA04-018)closing report.) Investigation was initiated on July 01 2004. Closed on May 10 2005. For detailed information & supporting documents, see the official NHTSA page concerning investigation #EA04018 »

LOSS OF ELECTRIC POWER STEERING: Steering:Electric NHTSA Defect Investigation #PE04031 Power Assist System**

CLOSED

** This defect investigation is filed under 2 related vehicle components.

no recall issued 2004 CHEVROLET MALIBU -- ODI opened PE04-031 based on eight reports of alleged power steering failure in the subject vehicles. The complaints allege that the driver suddenly lost all electric power steering assistance without warning making the vehicle difficult to steer. The subject vehicle utilizes an electric power steering assist system (eps) that provides variable steering assistance based on steering wheel torque, steering wheel position, and vehicle speed. General Motors documents identified the following two factors that contributed to the alleged defect in the subject vehicles: A. contamination of the torque and position sensor from the Separation of grease applied to the steering column assembly. B. electrical noise generated on the

power and ground slip ring Surfaces of the torque and position sensor. The noise is Generated as the sensor contact brushes move along The slip ring surfaces when the steering wheel is rotated. ODI's analysis showed failure rates that are of concern to ODI and indicated that the alleged defect is continuing to occur in the subject vehicles. This preliminary evaluation has been upgraded to an engineering analysis to further investigate this concern, to assess the potential safety-related consequences, and to determine the scope of the affected population. Investigation was initiated on March 30 2004. Closed on July 01 2004. For detailed information & supporting documents, see the official NHTSA page concerning investigation #PE04031 »



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Noise in Steering Column, Lack of Power Steering Assist, DTCs C0460 and C0545, Steering Wheel Moves Slightly By Itself (Replace Steering Column)

TECHNICAL SERVICE BULLETIN

Reference Number(s): 04-02-35-009A, Date of Issue: November 08, 2007

Affected Model(s): 2004-2005 Chevrolet Malibu; 2005 Pontiac G6

Supercedes: This bulletin is being revised to add the 2005 Malibu, the 2005 Pontiac G6 and update the steering column part number. Please discard Corporate Bulletin Number 04-02-35-009 (Section 02 - Steering Wheel and Column).

ARTICLE BEGINNING

CONDITION

Some customers may comment on any of the following concerns:

- A rattle or clunk noise from the left lower instrument panel or foot well area.
- With the engine running and the vehicle not moving, the steering wheel may move a few degrees off center, left and right, by itself, without driver input.
- With the vehicle in motion, the driver may comment about a steering wheel vibration that feels like a wheel out of balance. This condition does not impair the ability of the driver to control the vehicle.
- An intermittent lack of power steering assist.

Technicians may find the following diagnostic trouble codes:

- Diagnostic Trouble Code C0460 Symptom 00 (Steering Position Sensor)
- Diagnostic Trouble Code C0545 Symptom 00 (Steering Wheel Torque Input Sensor)

CAUSE

These conditions may be caused by excessive clearance between the assist gears or by a failure of the torque sensor in the steering column.

NOISE DIAGNOSIS

Perform the following check as an aid in diagnosing a steering column noise. With the engine running and the vehicle not moving, turn the steering wheel rapidly back and forth an inch or two off center and listen for a click or rattle noise inside the steering column. If these noises are present, it may indicate excessive clearance between the gears inside the

steering column.

CORRECTION

Technicians are to install a new steering column kit, P/N 15926870, to correct the conditions listed above. Refer to the Steering Column Replacement procedure in the Steering section of SI.

PARTS INFORMATION

Parts Information

Part Number	Description	Qty
15926870	Column Assembly, Steering	1

WARRANTY INFORMATION

For vehicles repaired under warranty, use:

Warranty Information

Labor Operation	Description	Labor Time
E7680	Column Assembly, Steering - Replace	Use Published Labor Operation Time

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CUSTOMER SATISFACTION - POWER STEERING ASSIST

SERVICE CAMPAIGN BULLETIN

Reference Number(s): 04050A, Date of Issue: December 15, 2004

CHEVROLET: 2004 Malibu, Malibu Maxx

GROUP: 02 - Steering

Superseded Bulletin(s): 04050

ARTICLE BEGINNING

CONDITION

NOTE: THE FIRST INSPECTION PROCEDURE IN THIS BULLETIN HAS BEEN REVISED. PLEASE REVIEW IT BEFORE INSPECTING VEHICLES.

DUE TO PART AVAILABILITY, THIS PROGRAM IS BEING ADMINISTERED IN PHASES. AS PARTS BECOME AVAILABLE, ADDITIONAL CUSTOMER LETTERS WILL BE MAILED AND YOU WILL BE NOTIFIED.

PLEASE DISCARD ALL COPIES OF THE ORIGINAL BULLETIN 04050.

THIS RECALL IS IN EFFECT UNTIL JANUARY 31, 2006.

General Motors has decided that certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles may have been built with a steering column sensor that can wear unevenly and produce an erratic electrical signal. When the system software detects that erratic signal, power steering assist is lost. That signal is more likely to occur when the steering wheel is turned slowly.

If this occurs, the driver will hear a chime, the Service Vehicle Soon light will illuminate, and the Driver Information Center will display "Power Steering." Steering control is still maintained, although more effort is required at low speeds. The next time the vehicle is started, the power steering assist usually returns to normal and the lights in the instrument panel will be turned off, but loss of assist can occur again until repairs are made.

This program will expire on January 31, 2006.

CORRECTION

Dealers are to inspect the steering column, and if necessary, replace it.

VEHICLES INVOLVED

Involved are certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles built within these VIN breakpoints:

VIN Breakpoints

Year	Division	Model	From	Through
2004	Chevrolet	Malibu	4F100001	4F166649
2004	Chevrolet	Malibu Maxx	4F100161	4F166645

NOTE: Important: Dealers should confirm vehicle eligibility through GMVIS (GM Vehicle Inquiry System) prior to beginning program repairs. [Not all vehicles within the above breakpoints may be involved.]

- **For U.S.**

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned will not have a report available in GM DealerWorld.

- **For Canada**

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned will not receive a report with the recall bulletin.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PARTS INFORMATION

Parts required to complete this program are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering requirements. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special