



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 20, 2008

[REDACTED]
Marshallville, OH [REDACTED]

NVS-216 mec
Ref. # 10219537

Dear [REDACTED]:

Thank you for your correspondence dated February 11, 2008, concerning your model year (MY) 2004 Chevrolet Malibu vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) on February 27, 2008.

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. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted.

As you are aware, on March 30, 2004, ODI opened a safety defect investigation (PE04-031) into the electrical power assist steering allegedly failing in MY 2004 Chevrolet Malibu vehicles. On July 1, 2004, ODI upgraded PE03-049 to an engineering analysis (EA04-018), which is a more detailed and complete technical analysis of the character and scope of an alleged defect. On May 10, 2005, ODI closed EA04-018 without the determination that a safety-related defect exists. For your information we have enclosed a copy of the closing resume and closing report for EA04-018. A recent review of our database relative to problems associated with the electric power steering assist system in MY 204 Chevrolet Malibu vehicles revealed insufficient evidence to warrant reopening EA04-018 at this time. ODI continues to monitor complaints and other information relating to the alleged defect in the subject vehicles and will take further action in the future if warranted by the circumstances.



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 that reads "Ronald B. Fields".

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

Enclosures