

Thursday, March 5, 2009

2009 MAR 17 PM 2:55

FROM:

[REDACTED]  
Chillicothe, Ohio [REDACTED]  
[REDACTED]

CL-10256676-8345

TO:

John Wysocki  
Claims Team Manager, Team 6  
State Farm Insurance Companies  
Claim Central Operations  
PO Box 3020  
Newark, Ohio 43058-3020

RE:

**Claim Number**

Date of Loss:

Your Insured:

[REDACTED]  
December 6, 2008  
[REDACTED]

Dear Mr. Wysocki:

Thank you for all your help in authorizing and funding a through checkup on my 2004 Malibu to determine any accident related damages to the internal working parts of my car.

I arrived at Bogg's Chevrolet in Kingston, Ohio at 8:00 AM on March 2, 2009 in order to have the breakdown completed by 10:00 AM for your inspector, Matt Potts.

Ned Boggs, owner of the shop, test drove the car and agreed that something was wrong with the power steering. He thought it needed an intermediate steering shaft.

I watched the mechanic, Curt Branscom, do the all tests I had requested. He was very thorough and professional. He found that the gear shift lever was only missing a screw and replaced it.

He also stated that it needed an intermediate steering shaft. I asked him to remove the intermediate steering shaft from the 2004 Malibu so that it could be visually examined by Mr. Potts.

When Matt Potts arrived, we all agreed that the intermediate steering shaft had no visible damage and could not be determined to be accident related. Mr. Potts took a picture of the part.

I noted that all the mechanics examining my car immediately diagnosed the problem to be the intermediate steering shaft without tearing down the car. Apparently, the intermediate steering shaft in the 2004 Malibu is, indeed, well known by Chevrolet mechanics to go bad prematurely.

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If this is true, then I believe that GM has a responsibility to its customers to either pay for these repairs or recall the model. Unfortunately, the people at GM that I have talked with on the phone have told me they could not respond in writing. I am still in the process of gathering information on the 2004 Malibu as it relates to safety and to repair costs.

I am sure that all insurance companies would find such information helpful. You may already have this information compiled. If so, I would like to know which cars, both new and used, have the best safety record.

Although I very much like my 2004 Malibu, I am greatly concerned about its safety -- steering, brakes, air bags, seat belts, and, most important, the structure. It was such a small impact on a parked car but the costs of body repair was so high, over \$5,000. The car seemed to crumble. I hate to think of being in a collision while driving it.

Thank you again for all your help. I greatly appreciate your efforts.

Sincerely,

[REDACTED]

cc: Paul Harsh, Claims Officer, Team 6, State Farm Insurance  
Monica Baker, Claim Processor, Team 6, State Farm Insurance  
State Farm Mutual Automobile Insurance, Property and Causality  
Ohio Department of Insurance, Consumer Services  
NHTSA Headquarters  
Bogg's Chevrolet  
Plaza Chevrolet  
Sandra Dower, District Specialist, GM Chevrolet Customer Service Center  
Parts Department, Chevrolet Motor Division, General Motors Corporation  
Laurie Montgomery, GM Executive Office  
Rick Wagoner, CEO, General Motors Corporation  
Kevin Scott

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