



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

1200 New Jersey Avenue SE.
Washington, DC 20590

March 24, 2009

[REDACTED]
Chillicothe, OH [REDACTED]

NVS-216 et
Ref. No. 10256676

Dear [REDACTED]

Thank you for your correspondence dated March 5, 2009, concerning your model year (MY) 2004 Chevrolet Malibu. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on March 17, 2009.

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 safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. 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. In your letter you indicate that mechanics recommended the intermediate steering shaft be replaced and you believe General Motors should cover the costs or recall the model.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the intermediate steering shaft problems in MY 2004 Chevrolet Malibu vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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.



Vehicle manufacturers are not required to provide repairs at no charge unless there is a safety recall or the vehicle's warranty covers the repairs. This agency's jurisdiction does not extend to warranty issues. Our research shows there are no recalls for the problem you encountered with your vehicle. Unfortunately, this agency cannot assist you with your cost concerns or remuneration.

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,



Randy Reid
Chief Correspondence Research Division
Office of Defects Investigation
Enforcement