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OFFICE OF DEFECTS INVESTIGATIONS/CRD
NVS-216
1200 NEW JERSEY AVE. SE
WASHINGTON, DC 20590

March 20, 2009

Dear Sir

In September of 2004 I purchased a new 2004 Chevrolet Malibu Maxx VIN 1G1ZU64864F [redacted] and it now has 52000 miles recorded. Since the car was new every time I, very carefully, change the engine oil and filter (each 4000 to 5000 miles) there is a strong smell of burnt oil inside the car for 3 or 4 weeks after traveling at highway speed for more than approximately 20 miles or more. The oil level does not go down between changes but the smell persists on longer trips and smells worse as a long trip goes on. The smell is nauseating and produces a headache after a daylong trip. I believe this exposure is bad for our health and may even violate some smog rule.

I reported this problem to my Chevrolet dealer (10/26/04) more than once starting shortly after the car was new. The service manager had the car checked out and reported there was no visible oil leaks and then after a year or more he said there were no recalls or trouble notices relating to this problem (1/21/08 by different dealer). The dealer service has been excellent for the several problems with this car.

My son and Daughter-in-law would now like to purchase this car from us but I am reluctant to expose their family to this unresolved, probably hazardous oil smell problem.

Is there someone who can determine the source of this smelly health problem and have it repaired? The Tracy Chevrolet dealership has recently attempted (again March 10th) to repair the smell/leak. They changed the oil and filter and after I drove the vehicle for 50 miles I returned it to the service area and they all smelled the burnt oil but could not find any leaks. They returned the car to me with no resolution to the problem.

Please help me with this problem.

Thank you,

[redacted]
[redacted]
[redacted]
Tracy, CA [redacted]
[redacted]

MC
3:35
3/20/09
NJ