

CL-10319811-6207

March 03, 2010

Santa Rosa, CA

2010 MAR 10 PM 3:04

Edward E. Whitacre, Jr.
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

Subject : 2008 Malibu Turn Signal Volume

Reference : GM Case Number 71-783674407
2008 Malibu LTZ, VIN 1G1ZK57718F
Plus Colfax Chevrolet, Platinum Chevrolet,
GM Mobility Department, Internet Customer
Service Contacts, Attached letters dated 12/01/09
& 12/14/2009, and telephone calls from Chevrolet
representative John Russell on 12/09/09, 02/15/2010, etc..

Dear Sir,

The attached letters describe in detail the problem of not being able to hear the turn signal when the climate control or the radio are operating. In the past I have had near collisions due to the turn signal staying on after a turn (half turn).

After my first letter John Russell informed me that there was no solution to my problem. After my second letter John Russell contacted a company called Driving Specialties and the conclusion was that there was not a solution although some GM cars have an adjustment in connection with the radio (mine did not). In response to both of my letters my suggestion to provide a visible light had been ignored. When I asked Mr. Russell for a specific answer he once again contacted Driving Specialties and was told a special turn signal light could be placed in a position visible to the driver.

However, Mr. Russell said he had contacted a "Brand Manager" and Chevrolet/GM would not provide that solution under the GM Mobility program for people with handicaps. It is inconceivable to me that General Motors would leave a long time customer in the lurch. In the past Pontiac Motors had provided a louder turn signal and another time a turn signal light was installed just above the windshield and easily seen by the driver.

Since General Motors Mobility Program is "committed to helping persons with disabilities equip their vehicles for easier travel", will you please arrange to provide a visible turn signal light!

Sincerely,

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

MC
03210
TGW

December 14, 2009

[REDACTED]
Santa Rosa, CA [REDACTED]
[REDACTED]

President of Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

Subject : 2008 Malibu Turn Signal Volume

*Reference : 2008 Malibu LTZ, VIN 1G1ZK57718F [REDACTED]
Plus Colfax Chevrolet, Platinum Chevrolet,
GM Mobility Department, and Internet Customer
Service Contacts, Attached letter dated 12/01/09,
and telephone call from Chevrolet representative
John Russell on 12/09/09.*

Dear Sir,

The attached letter describes in detail the problem of not being able to hear the turn(flasher) signal. Mr. Russell's call confirmed, what I already knew and believed, that Chevrolet did not have a standard solution for increasing the volume of the speaker. Further, Mr. Russell said that I should had done a better job of test driving the vehicle before buying—so it seems that Mr. Russell thinks the problem is really mine, which is not very good customer relations. In addition Mr. Russell suggested I ask the dealer or a third party to solve the problem—neither is a good solution as the dealer will not take on the expense of solving an engineering problem and the customer ought not be responsible for a design problem.

My request is based on what I thought was GM's approach to aiding the handicapped which, in this case, is my need to wear hearing aids. It seems the GM Mobility program is aimed directly at someone like me and that program could solve the problem. My suggestion was to add a LED (low power requirements) light that would blink whenever the signal was operating and place the light in a conspicuous place where I could see it and resolve the problem.

Please do the right thing and give the low turn signal volume one more review by one of your high level management team. Thank you for listening.

Sincerely,

[REDACTED]

December 1, 2009

[REDACTED]
Santa Rosa, CA [REDACTED]
[REDACTED]

*Office of the President
Chevrolet Headquarters
P.O. Box 33170
Detroit, MI 48232-5170*

Subject : 2008 Malibu Turn Signal Volume

*Reference : 2008 Malibu LTZ, VIN 1G1ZK57718F [REDACTED]
Plus Colfax Chevrolet, Platinum Chevrolet,
GM Mobility Department, and
Internet Customer Service Contacts*

Dear Sir,

My problem is a very low volume on my turn signal. I bought the Malibu as I recently was returning from a trip and my vehicle's engine overheated. I was towed to Colfax Chevrolet where a mechanic evaluated my engine and said it could not be repaired. The cost of replacing the engine would have cost more than the vehicle was worth. Mike Granger, the sales manager, said he just had gotten in a 2008 Malibu with only 4,925 miles which had been traded in for a new Chevrolet. We purchased the Malibu LTZ and continued the remaining 150 miles to our home.

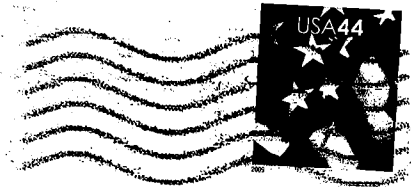
We had several concerns including the fact that the turn signal cannot be heard if the radio or climate control fan is on. We made an appointment with our local Chevrolet dealer, Platinum Chevrolet. They said they could not increase the volume of the turn signal and did not have any solution. I checked Chevrolet's web site and found out about GM's Mobility Plan. I called them and they said they did not have a solution for my problem and, besides, they were no longer providing any assistance on 2008 vehicles. I also called my sales manager where I had purchased the Malibu. He contacted Chevrolet and said that GM did not have a solution to the turn signal volume.

I then contacted Chevrolet Customer Service on Chevrolet's web site in late October and again on November 4, 2009. Customer Service has never responded and contacting them has been ineffective in finding a solution.

I have owned GM vehicles since 1973 and when I have had the same problem GM resolved the

[Redacted]
Santa Rosa, CA [Redacted]

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

