

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)



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

1200 New Jersey Avenue SE.
Washington, DC 20590

August 5, 2011

The Honorable Sherrod Brown
United States Senator
1301 East 9th Street, Suite 1710
Cleveland, OH 44114

NVS-216 et
Ref. No. 10414355

Dear Senator Brown:

Thank you for your correspondence on behalf of your constituent, [REDACTED] and her father, [REDACTED] wrote concerning her model year (MY) 2008 Chevrolet Malibu vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. [REDACTED] MY 2008 Chevrolet Malibu has been diagnosed and repaired for problems related to the headlamps, power steering warning light illumination, steering shaft, right front heated seat switch, transmission coolant lines, and a front hub bearing assembly. [REDACTED] contacted Chevrolet to request a reimbursement of \$635.16 for the parts and labor to complete the repairs. Chevrolet provided her a goodwill adjustment and sent her a check for \$226.31. She believes she is entitled to the remaining \$408.85 from Chevrolet and seeks assistance in obtaining it.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the aforementioned problems in MY 2008 Chevrolet Malibu vehicles. At this time there is insufficient evidence to warrant opening a safety defect investigation. The information you provided on behalf of [REDACTED] has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

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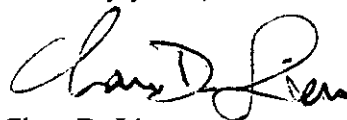
The Honorable Sherrod Brown

With regard to [REDACTED] request for reimbursement, this does not fall under our jurisdiction. If she has not done so, she may consider contacting her local Consumer Protection Agency, Better Business Bureau, or the Ohio Office of the Attorney General regarding her request.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways [REDACTED] can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

cc: Washington Office