

JAN 27 2012

CI-10443414-4375

From:

[REDACTED]
Claremont, CA [REDACTED]
[REDACTED]To: Chevrolet Motor Division
Chevrolet Customer Assistance Center
PO BOX 33170Detroit, MI 48232-5170
To: Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington D.C., 20590Date: January 19, 2012
ODI # 10443414 (I think)

I have reported what my wife and I consider a design safety defect in our 2009 Chevrolet Malibu, VIN 1G1ZJ577794 [REDACTED], by telephone to both Chevrolet and NHTSA. Both have been courteous in our oral conversation, but because we are bogging down in information transfer I thought I should write and request written confirmation in order to clarify matters.

Our Malibu has multiple chrome-like substances inside the car that reflect sunlight directly into our eyes while driving. Bright flashes can occur from outside sunlight as the car changes orientation, like a swat in the face, especially from the concave surfaces surrounding the gearshift. This condition is especially dangerous for older people, say over sixty, not just if they have cataract deterioration, but for those with normally ageing eyes. I find it very tiring to drive the car when subjected to unexpected almost blinding bright flashes.

After purchasing the car I contacted the dealership, Hibbard Chevrolet in Claremont, California, but got no response. Recently I took the car to the dealership again and they were gracious and helpful telling me they do not fix design problems. I then called General Motors and NHTSA and began a process of conversation.

Chevrolet has suggested that I have the windows tinted but offered no help as yet in doing so. I don't think I should bear the financial or technical responsibility of correcting Chevrolet's errors. I found out today that Hibbard is no longer a Chevrolet Dealership but recommends that I contact Glendora Chevrolet in Glendora, California. Glendora Chevrolet does not tint windows but can outsource the service.

I have no assurance as yet from Chevrolet that tinting is the best solution. I need to know that Chevrolet has seriously focused on our problem with the enormous technical resources they possess. Is there a chemical that can be applied with appropriate expertise that will sufficiently dull the surfaces? Is it necessary to replace the reflecting parts with non-reflecting ones? I would think Chevrolet would be very interested in this problem for past liability problems and future design ones.

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