

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received FEB 22 2012 11-JAN-2012	
				Repository ☐	Reference No. 10443414
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
CLAREMONT		CA			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZJ577794			Make CHEVROLET	Model MALIBU	Model Year 2009
Date Purchased 12/14/09	Dealer's Name and Telephone Number RICHARD HIBBARD		Engine: No: Cylinders		Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type Auto	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 11-JAN-2010	
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage 50	Failure Speed 0
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2009 CHEVROLET MALIBU. THE CONTACT STATED THAT WHEN THE SUN WOULD SHINE ON THE CHROME INTERIOR OF THE VEHICLE, THE CONTACT WOULD BECOME BLINDED BY THE REFLECTION AND GLARE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ADVISED HIM THAT THERE WERE NO REPAIRS THAT COULD HAVE BEEN MADE TO STOP THE GLARE OF THE CHROME. THE DEALER ADVISED THAT THEY WERE UNABLE TO MODIFY THE ACTUAL DESIGN OF THE VEHICLE. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 50.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

From:

Claremont, CA

To: Chevrolet Motor Division
Chevrolet Customer Assistance Center
PO BOX 33170
Detroit, MI 48232-5170

To: Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington D.C., 20590

Date: 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.

(no longer a dealer)

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.

[REDACTED]