

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Step 1: Complete this form.

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Step 3: Click here to access the upload web page.

Temporary Complaint Number (TCN): FCN11-20017

This PDF document is secured
and the content is protectedRequired Information in **Bold**

Received 6/13/2012

JUN 19 2012

Form Approved: O.M.B. No. 2127-0008

Vehicle Information

Vehicle Identification Number (VIN) (See Instructions on the next page to locate the VIN.)

1	G	1	Z	B	S	E	I	X	B	F						
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17

Select/Enter Make

Chevrolet/Malibu 2011

Enter Model

4 Dr SDN LS

Select/Enter Year

2011

Incident Information

Approximate Incident Date

N/A

For multiple incident dates enter
the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash? ☐ Yes ☒ NoWas there a Fire? ☐ Yes ☒ No

Failure Mileage

Ongoing

miles

For multiple incidents
enter the first failure mileage.

Number of Persons Injured, if any

N/A

Speed (at time of incident)

N/A

mph

Number of Deaths, if any

N/A

Description (up to 1900 characters)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database.**Do not include any personal information** (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

Musty odor emitted from HVAC system on GM Cars and trucks prior to 2012. Microbial growth is causing the problem. (see Document ID from GM ID 2702150) This microbial growth has to be identified to assure public safety!

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Unknown or Other

Failed Component 2

Unknown or Other

Failed Component 3

Select the Component

Personal Information

First Name

Last Name

Email

(provided earlier and locked for your security)

Daytime Phone

Evening Phone

Address 1

Address 2

City

South Palm Beach

State

FLORIDA

Zip Code

June 12, 2012

To Whom it May Concern:

I'm sending documentation to be added to TCN FCN11-20017. This further bolsters my request that Microbial growth coming from GM vehicles may causing, or have the capacity to cause, health problems. These Microbial bacteria should be identified to assure public safety.

Sincerely

[Redacted Signature]

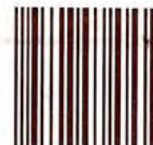
[Redacted Address]



Flat



0310 3200 0000 7053 1827



1006

20509

U.S. POSTAGE
PAID
LAKE WORTH, FL
33460
JUN 12, 12
AMOUNT

\$5.90

00089507-07

US. Department of Transportation, NAT'l Highway & Traffic Safety Admin
Office of Defects Investigations/CRD, NVS-216
1200 New Jersey Ave.
West Building
Washington, D.C. 20590

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JUN 15 2012

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Select/Enter Year

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Musty odor emitted from HVAC System on GM Cars and trucks prior to 2012. Microbial growth is causing the problem. (see Document ID from GM ID 2702150) This microbial growth has to be identified to assure public safety.

If your component is not listed below, please describe the component in the above description field.

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Unknown or Other

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Unknown or Other

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Select the Component

Personal Information

First Name

Last Name

Email

(provided earlier and locked for your security)

Daytime Phone

Evening Phone

Address 1

Address 2

City

South Palm Beach

State

FLORIDA

Zip Code

June 11, 2012

U.S. Department of Transportation, National Highway and Traffic Safety Administration
Office of Defects Investigations/CRD, NVS-216
1200 New Jersey Ave.
West Building
Washington, DC 20590

Reference # 453932

I am writing to alert and request that an investigation be opened relative to a musty odor emitted from the Heating, Ventilation, and Air Conditioning of GM passenger cars and trucks to models prior to 2012. Some Microbial growth is causing this problem and it needs to be identified to make sure the vehicles aren't causing a health hazard.

In my vehicle, the odor continues even though the service department has performed the remedial work suggested by General Motors. My 2011 Malibu LS (Vin # 1G1zB5E1XBP[REDACTED]) continues to have odor. The smell first became unbearable about 8 weeks ago when I started using the air conditioning more and more. The odor is constant and bothersome.

I have enclosed the following data: 1) Document ID 2702150 from General Motors outlining the problem. (There have been seven Bulletins in all. This is the latest.) 2) Roger Dean Chevrolet Invoice Outlining the Work completed to try to rectify the odor. 3) Medical records attesting to the fact that I have suffered adverse consequences from this defect that has not been remedied. 4) My Safety Complaint Portable Form.

Please contact me if any other information is desired.

South Palm Beach, Florida

E-Mail

Cell Phone

Document ID: 2702150

#99-01-39-004D: Air Conditioning Odor (Install Evaporator Core Dryer Kit and Apply Cooling Coil Coating) - (Aug 10, 2011)



Subject: Air Conditioning Odor (Install Evaporator Core Dryer Kit and Apply Cooling Coil Coating)

Models: 2012 and Prior GM Passenger Cars and Trucks
All Equipped with Air Conditioning

This bulletin is being revised to add the 2011 and 2012 model years. Please discard Corporate Bulletin Number 99-01-39-004C (Section 01 – HVAC).

Condition

Some customers may comment about musty odors emitted from the Heating, Ventilation and Air Conditioning (HVAC) system at vehicle start-up in hot, humid conditions.

Cause

This condition may be caused by condensate build-up on the evaporator core, which does not evaporate by itself in high humidity conditions. The odor may be the result of microbial growth on the evaporator core. When the blower motor fan is turned on, the microbial growth may release an unpleasant musty odor into the passenger compartment.

There are several other possible sources of a musty odor in a vehicle. A common source is a water leak into the interior of the vehicle or foreign material in the HVAC air distribution system. Follow the procedures in SI for identifying and correcting water leaks and air inlet inspection.

The procedure contained in this bulletin is only applicable if the odor source has been determined to be microbial growth on the evaporator core inside the HVAC module.

Correction

Many vehicles currently incorporate an afterblow function within the HVAC control module software. The afterblow feature, when enabled, employs the HVAC blower fan to dry the evaporator after vehicle shut down and this function will inhibit microbial growth. Technicians are to confirm that the customer concern is evaporator core odor and that the vehicle has the imbedded afterblow feature, as defined in the SI document for that specific vehicle model, model year and specific HVAC option. Refer to SI for enabling the afterblow function. Vehicles being delivered in areas prone to high humidity conditions may benefit from having the afterblow enabled calibration installed prior to any customer comment.

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Roger Dean CHEVROLET

CVCS215975

**Goodwrench**
Service
Plus

11 CHEVROLET

2235 Okeechobee Blvd.
WEST PALM BEACH, FL 33409
Phone (561) 683-8100 Svc. Direct (561) 640-1835
REGISTRATION NO. MV-03587

CUSTOMER NO. 75459	ADVISOR JEFFREY BAILES	TAG NO. 68	INVOICE DATE 05/07/12	INVOICE NO. CVCS215975
	LABOR RATE 105.00	LICENSE NO.	MILEAGE 17,013	COLOR MOCHA STEEL
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/4DR SDN LS W/1FL		DELIVERY DATE 06/12/11	STOCK NO. C11211
SOUTH PALM BEACH, FL	VEHICLE I.D. NO. 1 G 1 Z B 5 E 1 X B F		SELLING DEALER NO.	DELIVERY MILES 14
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/23/12	REPRINT# 1
BUSINESS PHONE	COMMENTS			

MO: 17024

JOB # 5 TOTAL PARTS 0.00
JOB # 5 TOTAL LABOR & PARTS 0.00
SUBLET PO# VEND INV# INV DATE DESCRIPTION
JOB # 1 44871 976720 05/01/12 GM WARRANTY 38.00 A DAY
JOB # 5 45065 976906 05/07/12 GM WARRANTY 38.00
TOTAL - SUBLET 0.00
G.O.G. & SUPPLIES
JOB # 1 OVN FREIGHT
JOB # 1 OVN FREIGHT
TOTAL - GOG 0.00

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WATTER
780 5-7-12 3:00PM
DELETED OPERATION(S)
09CVZZSERV A/C SERVICE

TOTALS
SOON, YOU MAY RECEIVING A SURVEY FROM CHEVROLET
THIS SURVEY IS OUR "REPORT CARD"

IF FOR ANY REASON YOU CANNOT ANSWER ALL QUESTIONS
"COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE
DIRECTOR JACK SHUGARTS AT 561-683-8100 EXT.
*****THANK YOU FOR YOUR BUSINESS*****

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
WARRANTY. YOU MUST RETAIN THIS ORIGINAL INVOICE.

WE ACCEPT THE FOLLOWING METHODS OF PAYMENT:
CASH () CHECK () VISA () MASTERCARD () AMEX ()
DISCOVER () CARTE ()

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

Evap 4/25
Bolt 4/27
Evap 5/1
Blower 5/1
DNA Impounded
5/3

JUN 15 2012

Print postage online - Go to usps.com/postage

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CERTIFIED MAIL™

POSTAGE REQUIRED.



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FIRMLY



Flat Rate
Mailing Envelope

For Domestic and International

Visit us at usps.com

DOT Mailroom

TO: W48- 226

Building: DOT

Mailstop: 4 West

Route Sym: NVS-200, 210, 300, 0

external carrier: Certified

Per:

Manufacturer:

Purchase Order:

Item 1 of 1

Any amount of mailable material may be enclosed, as long as the envelope is not modified, and the contents are entirely confined within the envelope with the adhesive provided as the means of closure.

INTERNATIONAL RESTRICTIONS APPLY:

**4-POUND WEIGHT LIMIT ON
INTERNATIONAL APPLIES**

Customs forms are required. Consult the *International Mail Manual (IMM)* at pe.usps.gov or ask a retail associate for details.

From/Expéditeur:

So. Palm Beach, FL

To/Destinataire:

US Dept. of Transportation, National Highway Traffic + Safety Admin.
Office of Defects Investigations / CRD, NVS-216
1200 New Jersey Ave
West Building
Washington, DC 20590

Country of Destination/Pays de destination:



Recycled

082708_PM_EP14F_Ovr_en

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.