

C1-10476430-8442

SEP 18 2012



Jacksonville, FL [REDACTED]
VIN 1G1ZG57B58F [REDACTED]
2008 CHEVY MALIBU LS

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

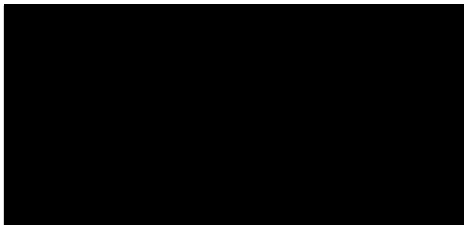
June 16, 2012

NTSB
490 L'Enfant Plaza, SW
Washington, DC 20594

To Whom It May Concern:

I am writing to report a well-known steering problem regarding some Chevy vehicles. I too have experienced problems with my steering wheel where it has started shaking uncontrollably. After extensive research I was confident that my vehicle had coverage for a steering motor replacement for this defect along with many other Chevy models. Unfortunately, when I contacted my dealership they explained that my VIN was not covered under their current policy. I am writing to notify you of the company's unwillingness to extend this coverage to other VIN numbers and models.

I'm hoping that by contacting your administration you will be able to help resolve this issue in an equitable manner.



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