



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

December 21, 2012

[REDACTED]
Jacksonville, FL [REDACTED]

NVS-216 nam
Ref. No. 10476430

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Chevrolet Malibu vehicle. Your correspondence 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. We also monitor the adequacy of manufacturers' recall campaigns. 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 trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated that you have experienced the steering wheel in your MY 2008 Chevrolet Malibu shaking uncontrollably. You investigated this problem and discovered that General Motors (GM) issued coverage for the replacement of the steering motor. However, the dealership informed you that your vehicle identification number (VIN) was not covered under the policy. You want to make NHTSA aware of GM's unwillingness to extend the coverage to all VIN's and models. In addition, you request assistance from NHTSA in resolving this matter.

We have reviewed our database in an effort to identify whether a safety defect trend exists with shaking steering wheels in MY 2008 Chevrolet Malibu vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

[REDACTED]

In May 2012, GM announced a Special Coverage Adjustment (No. SB-10183A, copy enclosed) to address complaints from owners experiencing greater steering effort at low speeds or when stopping in all MY 2008 Chevrolet Malibu vehicles. The remedy involved replacing the electric power assist motors in affected vehicles. The Special Coverage Adjustment was not VIN specific, but your vehicle may not have qualified because it did not exhibit certain conditions. The steering wheel shaking problem that you describe is different from a loss of power steering assist. In addition, you did not indicate having the symptoms identified by GM that are associated with this problem. To be eligible for the coverage, you had to experience one or all of the following conditions; the loss of power steering assist, hearing a chime, Driver Information Center displaying a "Power Steering" warning message, or Service Vehicle Soon light illuminating. We recommend that you continue to work with GM and the dealer to resolve your problem.

You may consider contacting the Florida Office of the Attorney General regarding your problem and your rights under the State law. 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 to 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 www.ftccomplaintassistant.gov.

You may consider contacting your Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure