

From: Wells, Cynthia CTR (NHTSA)
To: Johnson, Lajuan CTR (NHTSA)
Subject: FW: 2007 Chevrolet Malibu
Date: Tuesday, November 13, 2012 12:30:07 PM
Attachments: [NHTSA report for rear light failure.pdf](#)
[Rehoboth Auto Repair-2007 Chevy Malibu - Brake Lights fixed and other things.pdf](#)
Importance: High

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, November 13, 2012 11:34 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: 2007 Chevrolet Malibu
Importance: High

From: [REDACTED]
Sent: Sunday, November 11, 2012 11:40 AM
To: DataQuality, DataQuality (NHTSA)
Subject: 2007 Chevrolet Malibu
Importance: High

Dear Sir or Madam:

I have attached to this email the following documents pertaining to the potential recall of the 2007 Chevrolet Malibu. I have done extensive research online to see if others we're having the same problem and I have come across numerous websites and blogs with other Malibu car owners that the problem was brought to their attention by others who may have been following them and noticed that when you apply the brakes the rear brake lights will stay on even after you let go of the brake pedal. I feel this will cause an accident when the driving riding behind you does not know if you are riding the brakes and if you do have to stop short the other driving may not notice that the person is actually stopping?

I had found a website that shows the person may have found the answer to my wife's brake light problem? He gave explicit instructions that I had printed up and gave to my mechanic showing that there is a problem with foreign matter getting into the BCM Connectors and short circuiting the brake lights. I believe I should not have had to take this to a local mechanic to repair and that GM should have been responsible for the repair of the vehicle. I have tried to call GM and they gave me your number and I also had gone to Lewes Auto Mall in Lewes De and they told me that since there was no valid recall about this problem that all repairs were my responsibility. So far I believe that by cleaning and the BCM connector on this Malibu that may or may not have fixed the problem permanently?

I would like an answer as to if this situation will be looked into. I can send you all the websites and blogs that I have accumulated from other with the same problem with their

Chevrolet Malibu's. If you need any other information from me please don't hesitate to call me at [REDACTED] or reply back to this email address.

Sincerely,

[REDACTED]

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 26-SEP-2012	Repository ☐ Reference No. 10477148		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City MILLSBORO	State DE	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G12588F27F [REDACTED]		Make CHEVROLET	Model MALIBU	Model Year 2007	
Date Purchased March 7, 2011	Dealer's Name and Telephone Number Lewes Auto Mall 1-888-902-0140		Engine: No: Cylinders Four	Fuel Type: Gas	
Original Owner ☐	Dealer's City Lewes	State DE	Zip Code 19958		
Transmission Type 4Sp Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain Unknown	Multiple Failure: Rear Brake Lights	Incident Date(s) 24-SEP-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: LIGHTING (PWS), BRAKES (PWS)			Failure Mileage 40000	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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	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 2007 CHEVROLET MALIBU. THE CONTACT STATED THAT WHEN DRIVING AT ANY SPEED AND THE BRAKE PEDAL WAS DEPRESSED, THE BRAKES LIGHTS WOULD ILLUMINATE AND REMAIN ILLUMINATED AT ALL TIMES. THE VEHICLE WAS NOT TAKEN TO THE DEALER OR A PRIVATE MECHANIC. THE DEALER WAS NOTIFIED OF THE FAILURE WHO STATED THAT ANY DIAGNOSTIC OR REPAIR ON THE VEHICLE WAS AT THE CONTACT'S EXPENSE AND OFFERED NO ASSISTANCE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE WHO ADVISED THE CONTACT THAT THERE WERE NO RECALLS FOR THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE AND THE CURRENT MILEAGE WAS 40,000. Update as of September 28, 2012, I brought my wife's above vehicle to Rehoboth Auto Repair in Rehoboth Beach, Delaware on 09/28/2012. I found online that many other were having the same problem. This one gentleman reported that he found the problem was as simple as having a mechanic clean the BCM connectors. This seems to have fixed the problem even if only temporary. I find that this is a very unsafe situation for this vehicle to have been in I to be proactive so my wife would not be in an accident of no fault of her own. This problem is very dangerous because unless another person who rides behinds you is observant and lets you know you really would never know you have this problem with you rear lights.					
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.					

REHOBOTH AUTO REPAIR

20869 COASTAL HIGHWAY

REHOBOTH BEACH DE 19971

302-227-0633

OPEN 7 DAYS A WEEK

8AM TO 6PM MON. THRU SAT. / SUNDAY 8AM TO 3PM

9/28/2012 4:54 PM

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Repair Order #105842

LONG NECK DE

Vehicle : 2008 Chevrolet Malibu 3.5 L 213 CID V6

VIN : 1G12588F27F

Created : 9/28/2012 8:26:06 AM

Day Phone :
Eve Phone :
Fax Number : CELL
WORK

Tag/State : / DE

Color : Tan

Last Mileage : 0

Odometer In : 40827

Odometer Out : 40827

Labor/Notes

Qty	Code/Tech*	Reference	Description	Unit Price	Price
0.4	SK*	RLB	REPLACE LIGHT BULB	\$80.00	\$32.00
1	SK*	ECRB	ELECTRICAL CHECK REPLACE BATTERY	\$80.00	\$80.00
1	SK*	LOF	COMPLETE LUBE, OIL AND FILTER SERVICE	\$0.00	\$0.00
INCLUDES: CHANGE OIL AND FILTER. LUBE ALL FITTINGS ON STEERING LINKAGE, BALL JOINTS & DRIVE SHAFT(S). CHECK AND CORRECT ALL FLUID LEVELS TO INCLUDE BRAKE FLUID, POWER STEERING FLUID, COOLANT, BATTERY ACID (UNLESS A SEALED BATTERY), AUTOMATIC TRANSMISSION FLUID. CHECK TIRE PRESSURE. INSTALL "NEXT SERVICE DUE" STICKER.					
0.5	SK*	LAB	CLEAN BCM CONNECTORS PER CUSTMER TSB FOR	\$80.00	\$40.00
FOR BRAKE LIGHT STAYING ON					
-		NOTE1	MESSAGE TO CUSTOMER FROM TECH		
TIRE PRESURE SET AT 35 PSI					

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	3357	LIGHT BULB		\$4.00	\$4.00
RIGHT REAR TURN SIGNAL						
1	INT	MTP-75	INTERSTATE BATTERY		\$127.95	\$127.95
85 MONTH/ 30 MONTH FREE REPLACEMENT						
1	FIL	7082	OIL FILTER		\$15.38	\$15.38
5	-	5W30	5W30 MOTOR OIL SYN BLEND		\$4.00	\$20.00
0.5	-	WS	GALLON WASHER SOLVENT		\$3.00	\$1.50

Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1	-	TOW1	TOWING	\$75.00	\$75.00

Labor	\$152.00
Parts	\$168.83
Sublet/Misc.	\$0.00
Other Charges	\$0.00
Charges	\$75.00
Sales Tax	\$0.00
Tax @ \$75.00 * 0.0000%	\$0.00
Repair Total	\$395.83

Tech Certification #

SK

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Repair Order #105842

AND

Vehicle : 2008 Chevrolet Malibu 3.5 L 213 CID V6

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$25.00 PER DAY STORAGE FEE. Unless noted otherwise all repairs have a 3 month or 3,000 miles parts and labor warranty.

Customer Signature _____

REHOBOTH AUTO REPAIR
20669 COASTAL HWY
REHOBOTH BEACH, DE 19971
(302) 227-0633

Sale

Merchant ID: 542929804177723

Term ID: LK821755

09/29/12

10:05:22

Batch#: 000862

Inv #: 000006

MASTERCARD

Entry Method: S

XXXXXXXXXXXXXXXX

Seq.#: 0006

Appr Code: 00550B

Total:

\$

395.83

APPROVED

Customer Copy