

CL 10485503-8143

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

NHTSA
U.S. DEPARTMENT OF TRANSPORTATION
WASHINGTON, D.C. 20590

OCTOBER 9, 2012

NOV 13 2012

The enclosed letter was sent to General Motors about a problem with my 2004 Malibu Power Steering. As the letter states each time we turn the steering wheel the warning light comes on. It has locked up on us one time so far. I researched a blog (www.carcomplaints.com) about this problem and found out that several people have had this same problem. It also stated that the 2005 and above have had a recall on the problem. One person stated that his Malibu locked up with his daughter while she was driving on a highway. I do believe that this is a very dangerous problem. As of this date, my vehicle has 32,140 miles. I received a phone call from G M and they stated that they would only give me a coupon for \$1500 off a new vehicle. I declined their offer. Why would I purchase another vehicle from a company that does not stand by their product. The cost of the repair is about \$1200.

I do hope that the NHTSA will take time to look into this problem.

[REDACTED]
McDonough, Ga. [REDACTED]
[REDACTED]

MC
11.14.12
PMD

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit MI. 4832-5170

September 16, 2012

My name is [REDACTED] McDonough Ga. [REDACTED], Home phone [REDACTED], email: [REDACTED]. I purchased a 2004 Malibu Lt from my wife's aunt in August of 2010 with only 010800 miles, VIN 1G1ZU54824F [REDACTED]. She purchased it new from Terry Cullen Southlake Chevrolet new. When she felt like she could not drive any more, she asked if I would like to buy it. Of course with that low of mileage I thought it would be a great buy. Around 23,000 miles the Power steering light came on. That's when I found out about the electronic power steering. Every time we turn the wheel to the right the light comes on and stays on. One time it locked up and we could not turn the steering wheel. Turning the motor off and back on corrected the lock up problem this time. I have checked a Malibu blog and found out that 2005 and up had a recall on this problem but not the 2004. Many post stated that they had the same problem at about the same miles. Several post stated that the steering wheel locked up while driving and almost caused an accident. Several places I have called estimated the cost for the repair would be from \$800 to \$1200. If this is that big of a problem, why hasn't there been a recall on 2004 models? I have always been a Chevrolet fan but now I am having second thoughts. I believe that this is a safety defect and Chevrolet needs to correct this problem I am also sending a letter to the NHTSA. If the first owner had put more miles on this car it would have been a warranty problem, since she did not, what is Chevrolet going to do about this problem for me.

Thank You.

[REDACTED]
McDonough, Ga.
[REDACTED]

CUSTOMER #: [REDACTED]

683210



BELLAMY STRICKLAND



INVOICE



145 Industrial Blvd. · P.O. Box 151
McDONOUGH, GEORGIA 30253
DIRECT SERVICE: (770) 954-3004
FAX: (770) 954-3013
MAIN: (770) 954-3000

ISUZU

MCDONOUGH, GA [REDACTED]
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 1329 TIMOTHY M O'NEAL

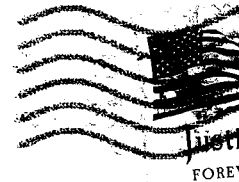
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GOLD	04	CHEVROLET MALIBU	1G1ZU54824F [REDACTED]		31990/31990	T2815	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN04 DD			12:06 25SEP12		0.00	CASH	24SEP12
R.O. OPENED	READY	OPTIONS: DLR:08040 ENG:3.5_Liter SFI					
24SEP12	24SEP12						

1043.00
80.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE POWER STEERING WILL BE INOPERATIVE AT TIMES, WHEN							

ATLANTA GA 303

11 OCT 2012 PM 1 L



[REDACTED]
MCDONOUGH, GA

NHTSA
US Department of Transportation
Washington, DC 20590

20590

