



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)

June 18, 2013

[REDACTED]

Stevensville, MI [REDACTED]

NVS-216 nam
Ref. No. 10496272

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Chevrolet Malibu vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2012 Chevrolet Malibu has problems with front end wobble, wheel alignment, rear suspension, difficult steering, erratic transmission shifting, and engine hesitation. You took the vehicle to your dealership several times for repairs, but the problems always come back. You feel these problems pose a safety risk to motorists and want to report them to NHTSA.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the problems you described in your MY 2012 Chevrolet Malibu vehicle. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

NHTSA is aware of several General Motors (GM) Technical Service Bulletins (TSB) concerning the problems you described with your MY 2012 Chevrolet Malibu vehicle. A manufacturer's TSB does not mean there is a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require GM to perform the corrective action described in the TSBs on your vehicle at no cost to you. We recommend that you contact GM or your dealer to determine if the TSBs can remedy the problems with your vehicle.

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 at our web site.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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