



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 14, 2013

[REDACTED]
Willingboro, NJ [REDACTED]

NVS-216 nlm
Ref. No. 10520308

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Chevrolet Malibu. The New Jersey Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) and asked that we respond directly to 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 the door locks in your MY 2008 Chevrolet Malibu cannot be unlocked from the door or with the key. The only door that unlocks by the key and door is the driver's side lock. You were told they will not recall your vehicle because this problem is not a safety issue. A local dealer told you they can repair the door locks at your expense. You do not understand how this problem cannot be recalled and feel this is a tactic to get money out of people.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to door lock problems in MY 2008 Chevrolet Malibu vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, 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. We recommend that you continue to work with General Motors (GM) and your dealer to resolve your problem. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Our research revealed a GM Technical Service Bulletin (TSB) that may be of interest to you. TSB (Article No. 08-03-16-001B, copy enclosed) concerns the remote lock function of the key fob becoming inoperative in certain MY 2008 Chevrolet vehicles. However, the issuance of a TSB does not necessarily reflect the existence of 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 TSB on your vehicle at no cost to you.

If you have not done so, you may consider contacting your local Consumer Protection Agency or ask your dealership for a meeting with a GM district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over 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 also consider contacting the 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, you can 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 on our website.

Sincerely,



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

Enclosure

2008 Chevrolet Malibu L4-2.4L

Vehicle » Technical Service Bulletins » All Technical Service Bulletins » Keyless Entry/TPMS - Fobs Inop/TPMS Incorrect Readings

TECHNICAL

Bulletin No.: 08-03-16-001B

Date: July 31, 2008

Subject:

Key Fobs Inoperative, TPM System Not Reading Correctly - Dashes On All Four Tire Readings, DTCs C0775, C0569, B3105 Set, Unable to Program TPM Sensors (Reprogram RCDLR)

Models:

2008 Chevrolet Cobalt, HHR, Malibu

2008 Pontiac G5, G6, Solstice

2008 Saturn AURA, SKY

Supersede:

This bulletin is being revised to update the Important statement to reflect the new direction to no longer contact TCSC. Please discard Corporate Bulletin Number 08-03-16-001A (Section 03 - Suspension).

Condition

Some customers may comment that the key fobs are inoperative or that the TPM system is showing dashes as the reading for all four tires.

Technicians may find DTCs C0775, C0569 and B3105 set simultaneously in the RCDLR module.

In addition, the technicians may find Tire Pressure Monitoring sensors are unable to be programmed to the vehicle by adding or releasing pressure to the tire while the vehicles in the TPM learn mode.

Cause

These conditions may be caused by the following:

^The RCDLR may lose its transmitter and tire pressure monitoring data from its memory if a low voltage condition occurs on the vehicle.

^The ability for TPM learning by adding or releasing pressure to the tire has been disabled in the RCDLR.

Correction

Reprogram the RCDLR with an updated software calibration to address both issues listed above. This new service calibration is available on TIS2WEB using Service Programming System (SPS). As always, make sure your Tech 2(R) is updated with the latest software.

Important: If the Tech 2(R) could not establish communication with the RCDLR AND the programming event ended with error, attempt to reprogram in Service Programming System (SPS) by selecting "Remote Control Door Lock Receiver (TSB 08-03-16-001) with E4399 error Pass Thru Only".


Once the RCDLR module has been reflashed with the latest software and calibrations, the following may also be necessary:

- ^ Relearn all keyless entry transmitters.
- ^ Reconfigure the tire pressure placards and the tire type.
- ^ Relearn the tire pressure sensors.

Refer to SI for the procedures to relearn transmitters, placard and tire type configuration and tire pressure sensor learn.

Labor Operation	Description	Labor Time
R4481	Remote Control Door Lock Receiver (RCDLR), Reprogram with SPS	Use Published Labor Operation Time
Add:	Diagnosis Time	0.0-0.3 hr

Warranty Information

<p>GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.</p>	 <p>WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION</p>
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Disclaimer