

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: ---10568974-----
Date: Wednesday, April 16, 2014 11:26:29 AM

EQ-10568974-8487

Attached our complaint and correspondence with General Motors and Customer Support Team

On Wednesday, April 16, 2014 5:35 AM, "EVOQ@dot.gov" <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation





CC X

I sent you an complaint on my 2006 Malibu 4dr 2LT VIN 1g1z1518x6 [REDACTED] on 4-1-14 and I have not heard a reply if you received it. My Malibu air bag warning lite keeps coming on and off. I took it to the local Chevy. dealer when the lite was off and some how the got it on and the code was B0012. The lite now has gone off. The power steering column was changed in 07-12-2012 by special coverage adjustment. I know that Chevy. has had a lot of problems and recalls on air bag problems and I feel that this problem should be fixed at no charge to me. Does recalls 47199 and 60396 effect my Malibu? I seen in yesterdays paper where recall was issued on the ignition key , air bags, and steering pump problems. Since my steering column was changed with a newer year and has an 10 year warranty my should be replaced at no charge to me. I feel this will fix my air bag lite problem. Does Bulletin 14116 cover my Malibu? We are in AZ and will be leaving the 04-7-14. Please let me know if you have received this Email and a complaint number so I can track it. If more info. is needed I can be reached at cell

Sincerely,

Send














 Saving...

**FIND
OUT
WHICH
MODEL
IS #1**

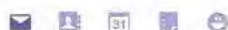
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The Chevrolet Consumer Support Team (2)

cac@chevrolet.com Service Request: 71-1282176959 Customer Relation Mar 26 at 12:19 PM

Me [REDACTED] Mar 26 at 3:43 PM

To cac@chevrolet.com

We just took the Malibu to O'Reillys Chevy. and the manager would not do a scanner for a code on the air bags because the light was not on. He charges \$80.00 to check it out and he will not do it even if you pay for it. We took it to the garage that we use (Garner Automotive) and he checked it out and found code B0012 Drivers Deployment Loop. The steering pump assembly was changed on 07-12/12 at Coughlin Auto. Group Lafayette St. London, OH. It was performed by special coverage adjustment 10183REPLACE Steering Column. Installed 25933396 Column. Our phones will be on tomorrow all day. You can also call us at [REDACTED] If more information is needed please let us know. We feel that the new steering column should be covered under warranty or by the recall. Thanks for your assistance.

Sincerely,

[REDACTED] and [REDACTED]
 > Show message history

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▼ To cac@chevrolet.com

cc X

SAM, We took the Malibu to O'Reillys Chevy. to day and they done a scan on the air bag. The light was not on but he done the scan and no code showed on the air bags. They took the car into the service bay to delete the codes that showed up and when they came back they had the air bag lite on and code B0012 showed up. Chuck McCoy said that code was not air bag related. He said it was a bad SIR Coil. What will Cevrolet do for me to fix this light problem? If the code does not effect the air bag why does the light come on. come on? I also need to know if recalls 47199 and 60396 effect this car? We have had the fuel pump replaced. We want Chevy/ GM to fix the air bag problem.

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3-31-14

Saved at 5:18 PM

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FAMILY PLANS
NO CREDIT CHECKS

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talk, text & data

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Plan taxes & fees. Service may apply.



8 x

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**FIND
OUT
WHICH
MODEL
IS #1**

Take a look

4-3-14 GM.

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Roxie



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Subject

I sent you an complaint on my 2006 Malibu 4dr 2LT VIN 1g1z518x6 [redacted] on 4-1-14 and I have not heard a reply if you received it. My Malibu air bag warning lite keeps coming on and off. I took it to the local Chevy. dealer when the lite was off and some how he got it on and the code was B0012. The lite now has gone off. The power steering column was changed in 07-12-2012 by special coverage adjustment. I know that Chevy. has had a lot of problems and recalls on air bag problems and I feel that this problem should be fixed at no charge to me. Does recalls 47199 and 60396 effect my Malibu? I seen in yesterdays paper where recall was issued on the ignition key, air bags, and steering pump problems. Since my steering column was changed with a newer year and has an 10 year warranty my should be replaced at no charge to me. I feel this will fix my air bag lite problem. Does Bullitin 14116 cover my Malibu? We are in AZ and will be leaving the 04-7-14. Please let me know if you have received this Email and a complaint number so I can track it. If more info. is needed I can be reached at cell # [redacted]

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abc



Saving...

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AUTOSFIND
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WHICH
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Take a look

