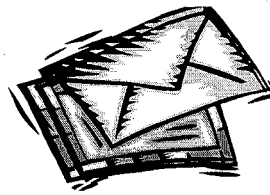


NHTSA ccmMercury Routing Slip



01-10587989-9834

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

Printed: 5/8/2014

NHTSA #: ES14-001859

XREF #:

Delivery: FAX

Rec'd Date: 5/8/2014

Doc Type: CNG

Address To: NOA010

Referred By: NPO-011

Doc Date: 5/4/2014

Due Date: 6/17/2014

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM SENATOR NELSON ON BEHALF OF CONSTITUENT [REDACTED]
REGARDING STEERING PROBLEM ON HER 2006 CHEVROLET MALIBU; PLEASE SEND RESPONSE
DIRECTLY TO SENATOR OFFICE AND REFERENCE [REDACTED]**

Ack Date:

Sign Office: ACTING DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: TMAPP x62870

Ack By:

Signature: KRISTIN J. KINGSLEY

Cleared By:

XREF File:

Modified By: TAMMY.MAPP

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

RECEIVED
2014 MAY - 8 P 4: 17
EXECUTIVE SECRETARIAT

Author:

THE HONORABLE BILL NELSON
UNITED STATES SENATOR
LANDMARK TWO
225 EAST ROBINSON STREET, SUITE 410
ORLANDO, FL 32801
Tel: 407-872-7161 Fax: 407-872-7165 E-mail:

MAY - 9 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	5/8/2014	6/17/2014	
NVS-010	INFORMATION	5/8/2014		5/8/2014
NGA-110	SIGN	5/8/2014	6/17/2014	

NM
5914
SMD

*Sen. Nelson
Can you
help?*

[REDACTED]
Leesburg, FL

4-4-14

RECEIVED

2014 MAY -8 P 3:53

EXECUTIVE SECRETARIAT

Mary Barr, CEO
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

Madam:

Re: Steering Problem on Chevrolet Malibu
Case#71-884-774-545

In Oct. 2010 my Chevrolet Malibu IG1ZT611856F [REDACTED] developed steering problems as described by the many cases being described at Senate hearings. Although I am a senior, I do golf and had to wrest the steering wheel with all my strength on a busy 6 lane highway in Fairfax VA to get off the highway and into a service station. Before I got to the station, a passing motorist shouted that my right front wheel was on fire. We leaped out of the car at the station.

Thankfully I was an experienced driver and able to handle the Malibu as unfortunately many younger drivers have perished in this terrible situation.

I have reported this to Chevrolet on January 16, 2012. However, Chevy refused to reimburse me for the repairs. I have included my letter and Chevy's response as well as my bill for \$1689.99 from Plhanka Chevrolet in Fairfax VA.

A mechanic has told me that Special policy 10183 would be for coverage for 10 years/100K miles.

Please review my case and reimburse me for the damage.

Yours truly,

[REDACTED]

C: U.S. Sen. Wm. Nelson
U. S. Sen. Marco Rubio
Rep. Dan Webster

The car again developed the same problems on Dec 20, 2011!

ESK4001859

[REDACTED]
Portage IN
[REDACTED]

(2)

Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Gentlemen:

Re: 2006 Chevrolet 4 Dr Sdn 1G1ZT61856F [REDACTED]

We are making a complaint on the above vehicle. Although the mileage was 36301, both front brake calipers failed to retract causing the brakes to overheat and catch fire. The mechanic said it may have been a factory flaw as he had never seen both front calipers fail together. The mechanic at the Chevrolet Dealer, Pohank Chevrolet in Chantilly, VA, said that the brake caliper seals were melted from the heat but he could assume they were cracked or dry rotted letting the caliper sleeve rust. The bill was \$1689.99! The car is kept in a garage during the winter.

I had noticed that the power steering seemed stiff about a month before. We had received a notice that there might be a problem with the power steering and if the dashboard light went on, we should bring the car in. However, the light did not come on. While driving in VA while visiting my daughter and her family, the car became difficult to steer, we smelled smoke and as we stopped at a light, a motorist told us that fire was coming out of the wheel. Luckily there was a gas station on the corner where we left the car. Later when it cooled, we drove it to Pohanka Chevrolet.

Is there a recall for brakes on this model? The majority of the approx. 15 new cars that we have bought in our married life have been Chevys but we probably won't ever buy a Chevy after this.

When I drive, I usually time the lights so that I don't have to brake unless I am at a stop sign. So we are careful drivers!! The brakes were professionally maintained and correct fluids always used. We do NOT ride the brakes, this could have been a potentially deadly issue if it would of happened on the open road at highway speed!! I kept all the parts and would greatly appreciate someone to respond to us on this.

Thanks



January 31, 2012

[REDACTED]
Leesburg, FL [REDACTED]

Dear [REDACTED]

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 2006 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount requested. The reason (s) for this decision is:

< The repair that was performed is not the repair covered by the special coverage.

If your vehicle has not been inspected by your local GM dealership, we request you set up an appointment to ensure all necessary steps have been taken to repair your vehicle.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-1032920208



Leesburg, FL

January 16, 2012

Chevrolet
P. O. Box 33170
Detroit, MI 48232-5170

Gentlemen;

Re: Case #71-884-774-545
Chevy Malibu 2006, VIN

IG1ZT61856F

On October 4, 2010, the above Malibu developed steering problems and the brake shoes caught on fire while we driving in Fairfax VA. Pohanka Chevrolet, Inc. in Chantilly VA repaired the brakes etc. for a total cost of \$1689.99. We did write to Chevrolet at that time to report this.. A copy of my letter complaining about this is attached.

We were to mail back some photos, etc. but my husband was diagnosed with malignant mesothelioma. Because of his hospitalization, surgery, doctors' appointments, chemo, etc., I was too distracted to respond in a timely manner. I do have a picture of the parts removed by Pohanka Chevrolet.

But on December 20, 2011, the Malibu developed the same problems: difficulty steering, overheating of the brakes, slow acceleration, etc. We had the car towed to Anderson Chevrolet in Merrillville IN. The mechanic there said the problem was probably "contamination in brake fluid, fluid is milky, other fluid mixing with brake fluid. Recommend that all rubber components in brake and ABS system be replaced due to fluid contamination, Estimate \$2500.!!!!!!

The only mechanics that have replaced the brake fluid were the ones at Pohanka Chevrolet. Neither Anderson or Pohanka mentioned the problem that a letter we received from p.O.Box 909989 in Milwaukee, WI advising that 2006 Chevrolet Malibus were having with electric power steering.

Since the first repairs in Oct. 2010, we have only put on 8,759 miles on the Malibu as we spend winters in FL in a mobile home park where we are now residing. PLEASE ADVISE WHAT STEPS WE SHOULD TAKE. The Malibu is in our garage in Portage IN at our other mobile home. My husband cancer has moved from the lung to the abdomen and he is getting more chemo treatments.

3

DUPLICATE 1 PAGE 2



POHANKA

CHEVROLET, INC.
13915 LEE JACKSON HIGHWAY
CHANTILLY, VIRGINIA 20151
Main 703-968-6677
Direct 703-502-3715
Fax 703-968-3389
WWW.POHANKA.COM

FILE IDENTIFICATION	CUST NO.	TRG NO.	PRQ NO.	INVOICE PRINTED	INVOICE NO.
1856F [REDACTED]	2412216	TB843		04OCT10	426170
MODE	TELEPHONE NO.	COST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
ALIBU	[REDACTED]	0.00	01JAN06	2295	1839

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
89.95, FUEL			
0.00			
	0.00		0.00
ELIERS AND/OR WAST			9.78



RIGHT THE FIRST TIME

READY WHEN PROMISED

DESCRIPTION	TOTALS
LABOR AMOUNT	669.37
PARTS AMOUNT	962.24
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.78
TOTAL CHARGES	1641.39
LESS INSURANCE	0.00
SALES TAX	10.00

REPAIRS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST (GENUINE GM PARTS ONLY). ADJUSTMENTS ARE WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. THIS INVOICE MUST ACCOMPANY ALL CLAIMS. THIS WARRANTY DOES NOT EXCLUDE OR MODIFY ANY OTHER WARRANTY PRESCRIBED



United States Senate
WASHINGTON, DC 20510-0905

BILL NELSON
FLORIDA

May 8, 2014

Mr. David J. Friedman
Administrator
National Highway Traffic and Safety Administration
1200 New Jersey Avenue, Southeast
Washington, District of Columbia 20590

Dear Mr. Friedman:

Please find enclosed correspondence I received from one of my constituents. It involves an important matter under the jurisdiction of your agency.

Your review and response to the issues raised would be greatly appreciated. Please send your correspondence directly to my office and reference [REDACTED] for our records. I look forward to a response at your earliest convenience and thank you in advance for your assistance with this matter.

Sincerely,

A handwritten signature in black ink that reads "Bill Nelson".

BN/jm
152310-2KJ

Enclosure

BILL NELSON
FLORIDA

United States Senate
WASHINGTON, DC 20510-0905



Date: 05/08/2014 Number of pages (including cover sheet): 7

To: National Highway Traffic and Safety Administration Fax: 202-366-0015
From: Josiah Manzo, Constituent Advocate Fax: (407) 872-7165

Comments

Congressional Inquiry Regarding: [REDACTED]

Thank you for your review and response to the attached documentation. If you require any additional information, please contact me directly at josiah_manzo@billnelson.senate.gov.

Again, thank you for your assistance in this matter.

Sincerely,
Josiah Manzo
(407) 872-7173 Direct Line