



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

1200 New Jersey Avenue, SE
Washington, DC 20590

September 9, 2014

The Honorable Richard Blumenthal
United States Senator
90 Statehouse Square, Floor 10
Hartford, CT 06103

NVS-216 am
Ref. No. 10604247

Dear Senator Blumenthal:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning her model year (MY) 2007 Chevrolet Malibu vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

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.

[REDACTED] indicates that the power steering light is illuminated in her MY 2007 Chevrolet Malibu when parked or driving. She also states that the steering wheel moves back and forth almost every time she gets in the vehicle. She contacted local dealers to inquire about a recall to address the problem, but she was informed that there were none. [REDACTED] is not satisfied with her vehicle and requests that her complaint be filed with NHTSA.

NHTSA's Office of Defects Investigation is monitoring all available data concerning electronic power steering problems in MY 2007 Chevrolet Malibu vehicles; however, no determinations have been reached at this time about whether there is a defect trend warranting a recall. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. A brochure explaining NHTSA's investigation and recall process is enclosed for [REDACTED] information, or she may visit our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

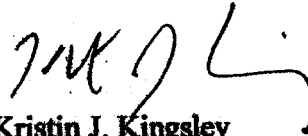
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In addition, [REDACTED] can register with www.safercar.gov to receive notifications of recalls on her vehicle. She can also search for recalls on her vehicle on this website by using her vehicle identification number.

I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement at (202) 366-3217.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'JKingsley', is written over the typed name.

Kristin J. Kingsley
Acting Director, Governmental Affairs,
Policy and Strategic Planning

Enclosure

cc: Washington Office