

NVS-200

July 8, 2014

CL-10608928-1165

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

NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

RE: Vin #1G1ZH57B694 [REDACTED]  
Power Steering Failure and Recall

JUL 16 2014

To Whom It May Concern:

I am writing this letter to detail a recent issue with my 2009 Chevrolet Malibu. I purchased this Malibu in April 2009. After having some immediate issues with the radio and braking, the car has performed well.

Recently, my vehicle had an issue with the power steering which resulted in the power steering giving out, while driving. The car was difficult to control and required significant force to turn the vehicle to safely get off of the highway. As you can imagine, the car was immediately taken to a repair shop to be looked at. The repair shop determined that the steering column needed to be replaced. I immediately contacted my General Motors dealership and asked if it was covered under the powertrain warranty or any recall (since it was a safety issue), which they responded it was not. To my dismay, I had the vehicle repaired at my local mechanic at a cost of \$760. With the steering column replaced, the car is working well and there are no current safety concerns.

Within a week of having my 2009 Chevy Malibu repaired (receipt dated 3/25/14 attached), I read that 2004-2009 Chevy Malibu's were being recalled because of a power steering issue. The description of the issue was identical to the situation I experienced with our 2009 Chevy Malibu. I contacted GM Customer Service within a few days and they instructed me to wait a few weeks for the letters from GM telling me of the recall and detailing how to seek reimbursement. After waiting several weeks with no letter, I contacted GM Customer Service again and they informed me that my VIN was not covered under the recall, only certain VIN's of the 2009 model year were recalled.

I take extreme exception to this. The problem I experienced with my 2009 Chevy Malibu is identical to the problem described within the recall. Additionally, the repair covered under the recall is the exact work that I needed to have completed to make my vehicle safely operable again.

Either GM has made a mistake by not including my vehicle within the recall, or the extent of the current recall is not sufficient enough to encompass all 2009 Chevy Malibu's that have the part(s) that lead to an increased risk for failure and hence, increased risk of a crash.

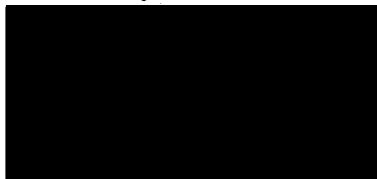
ET  
72814  
SMD

Ultimately, the power steering on my 2009 Chevy Malibu failed completely and created an extremely hazardous condition on the roadway with an increased risk for a crash. The failed power steering put both me and my family in an extremely dangerous situation. This failure was due to a design flaw and is not the result of normal wear and tear or neglect.

I was hopeful that GM would take the appropriate action and qualify my vehicle within the recall program. This would allow me to have my car inspected to determine if any additional repairs are needed and will provide me a reimbursement for the expenses incurred, to date, in addressing the power steering failure issue that we experienced and have become a common issue on other 2009 Chevy Malibu's. Unfortunately, I made GM aware of my concerns by letter and e-mail on 5/6/14 and have only received a phone call response on 5/8/14 stating that my vehicle did not qualify for the recall and to "lower my expectations."

I strongly encourage NHTSA to review the current GM Safety Recalls specifically regarding the power steering failure to determine if they are expansive enough to catch all vehicles with an imminently failing power steering system, similar to mine. I am also hopeful that NHTSA can assist in resolving my specific concerns with regard to my vehicle. I appreciate in advance all of your time and assistance.

Sincerely,

A large black rectangular redaction box covering the signature area.

Fallston, MD

A black rectangular redaction box covering the address line.

# ALLSTON SERVICENTER, INC.

410-879-0431

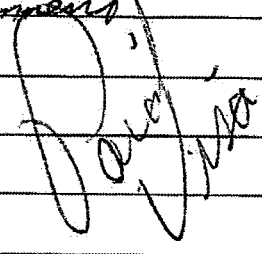
410-877-9892

## Job Work Order

DATE OF ORDER

|                                 |            |          |            |                                                                                                          |
|---------------------------------|------------|----------|------------|----------------------------------------------------------------------------------------------------------|
| CUSTOMER'S ORDER NO.            | PHONE      | MECHANIC | HELPER     | STARTING DATE<br>3/25/14                                                                                 |
| BILL TO                         | [REDACTED] |          |            | ORDER TAKEN BY<br>[Signature]                                                                            |
| ADDRESS                         |            |          |            | <input type="checkbox"/> DAY WORK<br><input type="checkbox"/> CONTRACT<br><input type="checkbox"/> EXTRA |
| CITY                            |            |          |            |                                                                                                          |
| JOB NAME AND LOCATION<br>Malibu |            |          |            |                                                                                                          |
| Malibu 94965                    |            |          | [REDACTED] |                                                                                                          |

### DESCRIPTION OF WORK

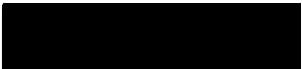
|                                                                                                                                  |                 |                 |        |
|----------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|--------|
| Steering Column Assembly.                                                                                                        | 374.64          |                 |        |
| Labor & Electronic Steering system<br>& wiring to Module, R&R<br>Steering Column & replace, transfer<br>Motor & Module assembly. |                 |                 |        |
|                                                                                                                                  | 272.70          |                 |        |
| Front end alignment                                                                                                              | 89.95           |                 |        |
| <div style="text-align: center;">  </div>     |                 |                 |        |
|                                                                                                                                  |                 | TOTAL MATERIALS | 374.64 |
|                                                                                                                                  |                 | TOTAL LABOR     | 362.65 |
|                                                                                                                                  |                 | TAX             | 22.48  |
| DATE COMPLETED                                                                                                                   | WORK ORDERED BY | TOTAL AMOUNT    | 759.77 |

I hereby acknowledge the satisfactory completion of the above described work.

SIGNATURE: \_\_\_\_\_

- ☐ NO ONE HOME  
☐ TOTAL AMOUNT DUE FOR ABOVE WORK; OR  
☐ TOTAL BILLING TO BE MAILED WHEN JOB FINISHED.

TOPS 3467 04-13



Fallston, MD



3410 DOWNEY  
RD 212  
FALLSTON MD  
21034

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