



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

November 25, 2015

[REDACTED]
Erin, TN [REDACTED]

NEF-160 nwh
Ref. No. 10720929

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Chevrolet Malibu Maxx. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused 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 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 you took your MY 2004 Chevrolet Malibu Maxx to a local dealer to have a recall performed that addresses a problem with cables that change the drive gears and causes the ignition key to become stuck (NHTSA Safety Recall Campaign No. 14V-244). However, when you picked up your vehicle, it still only had one low gear and the key still would not come out of the ignition. Now you assert that the CD changer does not work, but it was fine before the dealer worked on your vehicle.

NHTSA is aware of Recall 14V-244 that addresses a problem that causes the transmission shift cable to fracture without warning in certain MY 2004 through MY 2007 Chevrolet Malibu Maxx vehicles. When the fracture occurs, the driver may not be able to select a different gear, remove the key from the ignition or place the transmission in park. If the driver cannot place the vehicle in park, and exits the vehicle without applying the park brake, the vehicle could roll away and a crash could occur.

NHTSA cannot guarantee the success of the remedy installed in your vehicle by your dealer. However, we do not have any evidence or reason to believe that the corrective action submitted by the manufacturer does not work. We recommend that you express your concerns to the service manager and request that he review whether the recall remedy was properly applied to your vehicle. You can also contact the General Motors (GM) Customer Assistance Center at (800) 222-1020.

Your vehicle issues unrelated to the safety recall do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Tennessee Office of the Attorney General regarding your problem and your rights under the State laws. You may ask your dealer to arrange meeting with a GM district manager to discuss your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety 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 (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 contact 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 (800) 955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at (888) 327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,



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