

CL-10883225-9086

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

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

JUN 23 2016

Dear Sirs or Madams,

I own a 2006 Chevrolet Malibu with electric power steering. I received a recall notice stating the power steering may fail. So I brought it to the dealership and they replaced the recalled part. However, my power steering still failed. It works intermittently seeming to depend on the weather; when it's cold it works, when it's hot outside it doesn't. I brought it back to the dealership and they informed me that I would have to pay \$650.00 to fix the part which apparently is NOT part of the recall! The recall notice stated that there is a problem with the power steering and that it may fail, and it DID. I believe Chevrolet should stand behind their product. Needless to say driving without power steering is extremely difficult not to mention dangerous. Please help me get my automobile repaired properly.

Thank you,

A large black rectangular redaction box covering the signature area.

Kent, WA

NM
7516
SMD

or may not illuminate when the service brakes are being applied. Additionally, cruise control may not engage. If cruise control is engaged, additional service brake pedal travel may be required to disengage it. Service brake pedal application may not be required to move the shift lever out of PARK, or additional service brake pedal travel may be required to move the shift lever out of PARK. Traction control, electronic stability control, and panic braking assist features, if equipped, may be disabled. Service ESC and/or Traction Control tell-tales may illuminate with this condition.

Safety Risk:

These conditions may increase the risk of a crash.

Remedy:

Dealers are to attach the wiring harness to the BCM with a spacer, apply dielectric lubricant to both the BCM and harness connector and on the BAS and harness connector, and relearn the brake pedal home position free of charge.

Recall Status:

11

Manufacturers Notes:

Visit manufacturer website at [REDACTED] for more information.

THIS RECALL DATA LAST REFRESHED: Mar 09, 2015

NHTSA Recall Number: 14V153

MRF Recall Number: N140116

Recall Date: Apr 21, 2014

Summary:

General Motors has decided that a defect, which relates to motor vehicle safety, exists in some 2004-2006 model year (MY) Chevrolet Malibu and Malibu Maxx, all 2005 and some 2006, 2008-2009 MY Pontiac G6, and some 2008-2009 Saturn Aura vehicles equipped with electric power steering (EPS). The subject vehicles equipped with EPS may experience a sudden loss of power steering assist that could occur at any time while driving.

Safety Risk:

If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.

Remedy:

AUBURN CHEVROLET

1600 Auburn Way North
Auburn, WA 98002
(253) 833-2000
www.auburnchevrolet.com



SERVICE DEPARTMENT HOURS 7:00 a.m. to 6:00 p.m. Monday - Friday
PARTS DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday 9:00 a.m. - 3:00 p.m. Saturday
BODY SHOP HOURS 8:00 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number
6/04/15	
R/O Close Date	Status
6/04/15	Pre-Invoice
Mileage In	Mileage Out
61385	61386
Service Advisor / Tag #	
Matt Carreno/	

[Redacted]				Work Phone	[Redacted]	
KENT, WA				Home Phone	[Redacted]	
Year	Make	Model	Body	Color	License Number	
2006	CHEVROLET	MALIBU	4DR SDN LT W/OLT			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - CVZ002: MISCELLANEOUS CUSTOMER STATES WHEN STARTING THE CAR THE P/S IS I NOP AND SOMETIMES WILL COME BACK WHILE DRIVING AND OTHERS WILL NOT. Caused by VERIFIED AND UNABLE TO COMMUNICATE WITH STEERING C ONTROL MODULE. TESTED FOR POWER AND GROUND AND DATA LINE COMMUNICATION-ALL OK. PERFORMED RESET PROCEDU RE AND STILL NO COMMUNICATION. Work performed by James Pitt (JAM) RECOMMEND NEW STEERING MODULE. 650.00 PLUS TAX <i>Service</i>	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

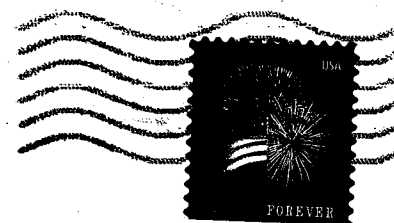
LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

[Redacted]
Kent, WA [Redacted]

SEATTLE WA 980
21 JUN 2016 PMS L



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Washington DC 20590

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