

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

NHSTA,

CL-10959349-7958

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About a year or so ago I received a letter from my Don Brown Chevrolet Dealer, stating there may be a problem with my 2007 Chevy Malibu power steering. The letter stated a diagnostic test would have to be ran to determine if there really was a problem, and if there was a problem with the power steering the test would be no charge, and the problem as well would be fixed free of charge. But there was a 5 yr or 70,000 mile restriction. Since my car had 184,000 miles at the time, Don Brown stated they would not be able to run the test or fix the power steering without having to charge me. I find this very wrong and disturbing that Chevrolet knows and acknowledges there is a problem, that is very dangerous, but they cannot and will not fix it free of charge, or at a discounted price, because of the restricted miles. I have no other means of transportation for me and my 12 yr old child. I understand that I may be putting our lives at risk, but I also feel that Chevrolet is playing a huge part in safety as well, if not all responsibility in putting our lives at risk for accident, because they will not help me knowing there is a problem. My steering has went out 3 times.

One of the times being while my baby was with me. If Chevrolet knows there is a problem and admits the problem, why am I not allowed to have the problem fixed free of charge. I purchased this 07 malibu from a friend of a friend whose mother had passed, it had miles on it before me, so why am I being punished for mistakes that Chevrolet admits.

I could get into an accident and lose my life, my son would have no mother, I could lose my child, but I understand that Chevy does not care about us citizens who barely get by in life, that cannot afford 1,000 of dollars to get this power steering fixed all over a 5yrs 70,000 mile restriction.

I would love to hear back from someone, anyone, explaining why I will be charged to get my power steering fixed when Chevy acknowledges an issue with their 07 Chevy malibu.

I would also like to know how they think this is okay, I mean come on. Why is it okay to put citizens lives at risk. I would also like to know how they lay down at night knowing these issues are occurring. please & Thank you so much a concerned citizen

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