



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



June 7, 2022

Ms. Aisha A. Sanders
Sanders Law Firm
P.O. Box 565
Natchez, MS 39121

NEF-109 ela
Ref. No. 11451338

Dear Ms. Sanders:

Thank you for the letter about your client [REDACTED]' model year (MY) 2009 Chevrolet Malibu vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report your client provided. Reports from motorists are a very important source of information for NHTSA. We are aware of NHTSA Safety Recall Campaign No. 14V-153, which addresses a problem with the electric power steering assist in certain MY 2009 Chevrolet Malibu vehicles.

Please note that recalls are very specific with regard to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. The affected MY 2009 Malibu vehicles were built between March 1, 2008 and June 27, 2008. Your client's vehicle was built after June 27, 2008, and therefore is not eligible for a free remedy under Recall 14V-153. We entered your client's information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. Your client can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

Please note that NHTSA's authorizing statute, Chapter 301 of Title 49 of the United States Code (U.S.C.), does not permit our Federal agency to participate in tort litigation, or to reimburse vehicle owners or assist them in obtaining reimbursements.

We encourage [REDACTED] to continue to work with GM and his dealer to explore the potential for an amicable resolution to his problem. He may also ask their dealership for a meeting with a GM district manager regarding his problem. [REDACTED] could consider contacting the local Consumer Protection Agency or the Mississippi Attorney General's Office regarding his problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade

practices. Therefore, if your client believes this issue potentially relates to such a practice, he may contact the FTC to discuss the matter. 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.

Finally, [REDACTED] may also consider contacting 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. He can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

If you or your client encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc., may be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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