

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint -----11498079-----
Date: Friday, March 10, 2023 12:11:32 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see attached. Feel free to contact me if I can provide any additional information. Thank you.

[REDACTED]
[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Wednesday, March 8, 2023 1:32 PM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11498079-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
 To Report Vehicle Safety Defects
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

19-DEC-2022

Repository ☐Reference No.
11498079**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	State	ZIP Code	
Ocean	NJ		

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1ZH57B894		MAKE CHEVROLET		Model MALIBU	Model Year 2009
Date Purchased February 2, 2009	Dealer's Name and Telephone Number Sea Coast Chevrolet - (732) 918-1100			Engine: No: Cylinders 2.4L 4 Cylinder DOHC Engine	Fuel Type: Regular gas
Original Owner ☐	Dealer's City Ocean Township	STATE NJ	ZIP Code 07712		
Transmission Type 4 speed automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4-whl independent suspension	Multiple Failure:	Incident Date(s) 13-DEC-2022	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING	Failure Mileage 81230.0	Failure Speed 5
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL 9ABC036)	☐ Original Requirement ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured None	Number of Deaths None	Reported to Police N
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Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2009 Chevrolet Malibu. The contact stated while driving 5 MPH and making a turn, the vehicle lost power steering functionality with an alarm engaged. Additionally, the message "Service ESC" was displayed. The contact pulled into his driveway and turned off the vehicle. The contact stated upon restarting the vehicle, the power steering responded as needed. The vehicle was taken to the dealer. The dealer informed the contact that the vehicle could not repair the vehicle under NHTSA Campaign Number: 14V153000 (Steering) because an unknown TSB had expired. The vehicle was not diagnosed or repaired. The manufacturer was notified of the failure and a case was opened. The failure mileage was approximately 81,230.

The vehicle was initially taken to a local mechanic whose equipment could not diagnose the issue. He indicated that the dealer may have other diagnostic equipment that might be able to identify the problem. The vehicle was then taken to the dealer who diagnosed and stated that the torque sensor and along with the power assist motor needed to be replaced to fix the power steering loss issue. Estimated cost was \$1720.27. All of this information was provided to the manufacturer. After much back and forth, the representative indicated that the only way to get any relief was to have vehicle repaired and then they could "possibly look into an Owner's Loyalty Certificate that will provide you with additional payment towards a new vehicle." The owner decided to have the local mechanic, who quoted a much lower cost, make the repairs. Once the repairs were made, the owner contacted the manufacturer who informed him that since the repairs were not made by the dealer, they could not even offer the minimal remedy of a loyalty certificate.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

SERVICE**T.L.C. AUTO SERVICE INC.****ORDER**

FOREIGN CAR SERVICE
 891 Broadway, West Long Branch, NJ 07764
 (732) 229-6363 229-0644 fax



WORK ORDER ## [REDACTED] **1/3/2023**

2009 L4 2.4L 145c
 CHEVROLET Vin 1G1ZH57B894 [REDACTED]
 MALIBU LT

OCEAN, NJ

Home

Cell

Fax

CUSTOMER REPAIR INSTRUCTIONS**PARTS****DESCRIPTION****MECHANIC / WORK****GENERAL****1529.75 Group Total**

1@ 645.81 645.81 STEERING MOTOR ASSY
 1@ 333.09 333.09 TORQUE SENSOR KIT
 CC
 1@ 10.85 10.85 MISC. SHOP SUPPLIES
Parts Subtotal 989.75

GREG 540.00
 REPLACE ELECTRIC STEERING MOTOR AND
 TORQUE SENSOR KIT
Labor Subtotal 540.00

ACC. LIGHT SERV**248.63 Group Total**

1@ 23.85 23.85 H11 HEADLIGHT BULB
 2@ 14.89 29.78 HEADLIGHT BULB SOCKET
 AZ
Parts Subtotal 53.63

GREG 195.00
 REPLACE BOTH HEADLITE BULBS AND
 SOCKETS THE DRIVERS WAS BURNED UP
 AND THE BUMPER HAD TO COME OFF TO
 REPLACE THE HEADLAMP BULBS.

Labor Subtotal 195.00**PAID****RECOMMENDATIONS**

I, the Registered Owner, authorize you to perform the above repairs and furnish all materials and include any necessary sublet work in the above estimate. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hrs. after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure that amount of repairs thereto, including those from any prior work or repair contract on this vehicle. In the event an attorney is retained to foreclose this lien or to bring suit for collection of any sums due, I agree to pay costs of collection and reasonable attorney fees.
 Receipt of a copy of this order is hereby acknowledged.

WE APPRECIATE THE OPPORTUNITY TO SERVE YOU

PARTS 1043.38
LABOR 735.00
TAX 117.82
TOTAL 1896.20

SIGNED

CUSTOMER SIGNATURE

SERVICE**T.L.C. AUTO SERVICE INC.****ORDER****FOREIGN CAR SERVICE**891 Broadway, West Long Branch, NJ 07764
(732) 229-6363 229-0644 faxMileage
81237**WORK ORDER ##** [REDACTED] **12/13/2022**

2009 L4 2.4L 145c

CHEVROLET Vin 1G1ZH57B894 [REDACTED]

MALIBU LT

OCEAN, NJ [REDACTED] Home [REDACTED] Cell [REDACTED] Fax [REDACTED]

CUSTOMER REPAIR INSTRUCTIONS

CHECK STEERING LOCKED UP AND SET A LIGHT ON THE DASH

PARTS**DESCRIPTION****MECHANIC / WORK****DIAGNOSTICS****120.00 Group Total**

BREND 120.00
| USE A SCANNER TO CHECK FOR CODES AND
| TEST TORQUE PRESSURE SENSOR. COULD
| NOT GET THE PROBLEM TO HAPPEN AND
| THE SENSOR TESTED GOOD.

**PAID****RECOMMENDATIONS**

POSSIBLE P/S MOTOR

I, the Registered Owner, authorize you to perform the above repairs and furnish all materials and include any necessary sublet work in the above estimate. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hrs. after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure that amount of repairs thereto, including those from any prior work or repair contract on this vehicle. In the event an attorney is retained to foreclose this lien or to bring suit for collection of any sums due, I agree to pay costs of collection and reasonable attorney fees.
Receipt of a copy of this order is hereby acknowledged.

WE APPRECIATE THE OPPORTUNITY TO SERVE YOU

LABOR	120.00
TAX	7.95
TOTAL	127.95

SIGNED: _____
CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE



3410 SUNSET AVENUE
OCEAN TOWNSHIP, NJ 07712
TEL. (732) 918-1100



OCEAN, NJ

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 19 TIMMY COX

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
92USILVER	09	CHEVROLET MALIBU		1G1ZH57B894		81213/81213		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
02FEB09 DD			17:00 20DEC22				CASH	22DEC22
R.O. OPENED		READY		OPTIONS:	STK	DLR	ENG:LE5 TRN:MX5	
14:30 19DEC22		07:54 22DEC22		1)02/10/09		FIRST OIL CHANGE		CHARGE TO POLICY

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	DRIVING VEHICLE WENT TO MAKE K TURN AT LOW SPEED LOSS					
		POWERSTEERING VEHICLE HAS EXPIRED SPECIAL COVERAGE 15356					
		INFO TECH FOUND VEHICLE TO HAVE ISSUE OF LOSS OF					
		POWERSTEERING TECH FOUND TORQUE SENSOR					
		INTERMITANTLY FAILING CAUSING LOSS OF POWER					
		STEERING					
		35 CC				164.95	164.95
		TECH FOUND VEHICLE WILL NEED TORQUE SENSOR ALONG WITH POWER ASSIST					
		MOTOR TO FIX POWERSTEERING LOSS ISSUE.					

B	C/S	CONTACTED GM AND HAVE DIAGNOSTIC					
		INFO INFORMATION ONLY					
		35 CC				0.00	0.00

PRICE FOR TOTAL REPAIR
\$1720.27 PLUS TAX

*****WE APPRECIATE YOUR BUSINESS*****
*****HOW ARE YOUR WINDSHIELD WIPERS*****
*****WE SERVICE ALL MAKES AND MODELS*****
*****SEACOASTCHEVROLET.COM*****



More reasons to service at SeaCoast Chevrolet	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
* HOME OF THE SATISFIED CUSTOMER	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	164.95
* A.S.E.-certified technicians		PARTS AMOUNT	0.00
* Leading Customer Satisfaction Index rating for GM		GAS, OIL, LUBE	0.00
* Free pickup & delivery in area		SUBLET AMOUNT	0.00
* Only blocks from local shopping, restaurants, and the beach		MISC. CHARGES	0.00
		TOTAL CHARGES	164.95
		LESS INSURANCE	0.00
		SALES TAX	10.93
	X _____ CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	175.88

From: CustomerCare@Chevrolet.com
To: [REDACTED]
Subject: RE: [EXTERNAL] Re: Case [REDACTED] Status update for your 2009 Chevrolet Malibu concern
Date: Wednesday, January 4, 2023 7:55:29 PM

[REDACTED],

Sorry about the frustration you are experiencing within this decision. The Owner's Loyalty Certificate was mentioned when your vehicle was being diagnosed at Seacoast Chevrolet, assuming you were going to have repairs completed at the dealer. Following that conversation, you've mentioned you will not be going through the dealer for repairs. After you've declined the Owner's Loyalty Certificate, as mentioned on our last call, I wanted to do additional research to see if we offered any compensation for repairs completed at 3rd party repair shops, after research, it was determined we do not, prompting my most recent email.

We apologize we weren't able to assist you with your vehicle repairs. However, you are always free to reach out to us with any further questions or concerns.

From: [REDACTED]
Sent: Wednesday, January 4th, 2023 6:57:36 pm
To: "CustomerCare@Chevrolet.com"
CC:
Subject: [EXTERNAL] Re: Case [REDACTED], Status update for your 2009 Chevrolet Malibu concern

ATTENTION: This email originated from outside of GM.

Unique,

Based on your previous correspondence, I would not be given any compensation for the repairs even if did get them done at the dealership. The only compensation I could hope for was to "possibly look into an Owner's Loyalty Certificate that will provide you with additional payment towards a new vehicle." You said to, "submit a copy of your completed repair order and we can see if you will qualify." It did not specify that the repairs could not be done by a third party. Only after doing more "additional research" was it determined that was the case. This is actually a moot point because, as I stated in my previous reply, I would not think about purchasing a new vehicle after sinking \$1,800 into this one.

I appreciate your efforts on my behalf, but I am extremely disappointed in the result.

[REDACTED]

From: CustomerCare@Chevrolet.com <CustomerCare@Chevrolet.com>
Sent: Wednesday, January 4, 2023 4:42 PM
To: [REDACTED]

Subject: Case [REDACTED], Status update for your 2009 Chevrolet Malibu concern
Dear [REDACTED],

We are following up in regards to your 2009 Chevrolet Malibu, case number [REDACTED].

After doing additional research about your vehicle concerns. It doesn't look like there is any compensation that can be given for repairs done at third party repair shops.

Should you have additional questions or concerns, you may respond directly to this email for the fastest response. We can also be reached through social media channels such as Facebook and Twitter. Otherwise, please wait for us to contact you via phone or email about your Service Request.

Please know that we now provide the option to communicate via SMS text as we understand that your time is extremely valuable.

To initiate an SMS text conversation, text <<"KEYWORD">> to 23689. Otherwise, you can respond to this e-mail or call me back using the phone number below.

By texting <<"KEYWORD">> to 23689, you accept terms at <http://sms-us.gm.com> and agree to receive SMS text messages from General Motors, OnStar, or those acting on our behalf using an automatic telephone dialing system to your mobile telephone number requesting a response. This is not required as a condition to conduct business with us. When you opt-in, you are also confirming that you are the primary account holder or authorized user to consent to receive SMS text messages.

To opt-out of receiving text messages for this service, reply STOP to 23689. Send HELP to 23689 for more information. Message frequency varies and automated responses may be provided 24/7. Message and data rates may apply. Visit <http://www.gm.com/privacy-statement> for our Privacy Statement.

Again, we appreciate and thank you for your continued patience and understanding.

Thank You,

Unique

Chevrolet Customer Assistance

Phone Number: 1-866-790-5600

Extension Number: 5911062

From: [REDACTED]
To: CustomerCare@Chevrolet.com
Subject: Re: [EXTERNAL] Re: Thank you for contacting Chevrolet, Case number [REDACTED]

Unique,

I am extremely disappointed to hear that the repairs would not be covered and that the only way I can get any relief is to pay for the repairs now and then hope that you can do something when I buy a new vehicle. If I do sink \$1800 into repairs for this vehicle, I will most likely keep it for some time. Therefore, any options concerning a new vehicle are of very little value.

Thank for your efforts on my behalf,

From: CustomerCare@Chevrolet.com <CustomerCare@Chevrolet.com>
Sent: Friday, December 23, 2022 6:51 PM
To: [REDACTED]
Subject: RE: [EXTERNAL] Re: Thank you for contacting Chevrolet, Case number [REDACTED]

Good Evening [REDACTED],

Per our conversation, after doing more research, it looks as if the repairs will have to have occurred within ten years of the date you've brought the vehicle. Unfortunately, you are ineligible as of 02/02/2019, so at this time, we will not be able to offer assistance with getting repairs covered under your special coverage. However, we are happy to explore other options we may have available for you. Once your repairs are all completed, we can possibly look into an Owner's Loyalty Certificate that will provide you with additional payment towards a new vehicle. Please submit a copy of your completed repair order and we can see if you will qualify. We value and thank you for being a Chevrolet customer. Should you have any additional questions or concerns, don't hesitate to reach out.

Have a great night & Happy Holidays!

From: [REDACTED]
Sent: Friday, December 23rd, 2022 12:37:44 pm
To: "CustomerCare@GMC.com"
CC:
Subject: [EXTERNAL] Re: Thank you for contacting Chevrolet, Case number [REDACTED]
[REDACTED]

ATTENTION: This email originated from outside of GM.

Unique,

This is to confirm our telephone conversation yesterday evening (12/22/2022). After checking, you indicated that there was a "labor code" that the dealer repair shop could use so that the repair of my power steering failure would be performed at "no cost", including parts and labor, to me even though the repair shop insisted that the service bulletin had expired and I would be responsible for any repair. I requested that you send me that information in writing to include my vehicle's VIN. I also requested that you contact the repair shop at Sea Coast Chevrolet in Ocean, NJ, to inform them of this so that there would be no confusion or push back when I brought the vehicle to them. Please let me know when this has been done so that I can schedule the repair.

Thank you for all of your assistance in this matter.

[REDACTED]

From: CustomerCare@GMC.com <CustomerCare@GMC.com>

Sent: Thursday, December 22, 2022 4:52 PM

To: [REDACTED]

Subject: Thank you for contacting Chevrolet, Case number [REDACTED]

Email ID# [REDACTED] (Do not delete/alter this line)

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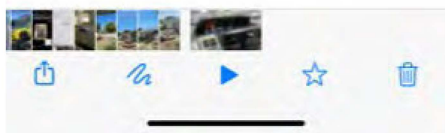
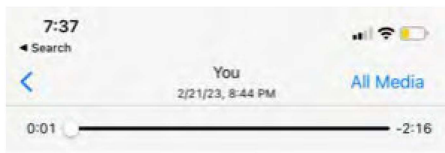
Dear [REDACTED],

Thank you for calling Chevrolet with regard to your 2009 Chevrolet Malibu.

For your reference, your case number from our conversation today is [REDACTED].

I appreciate the opportunity to assist you.

Chevrolet Customer Assistance



Sent from my iPhone