



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



February 10, 2023

NEF-109 ela
Ref. No. 11500980

Johnstown, NY

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2009 Chevrolet Malibu vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your letter. 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 you provided. Reports from motorists are a very important source of information for NHTSA. You state that your vehicle experienced a loss of power steering while driving, and that you believe your problem may be related to a recall. The recall you reference appears to be 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 vehicle was built after June 27, 2008, and therefore is not eligible for a free remedy under Recall 14V-153. Furthermore, there are no open recalls on your vehicle at this time (report enclosed). We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You 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.

We encourage you to continue to work with General Motors (GM) and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a GM district manager regarding your problem. You could consider contacting your local Consumer Protection Agency or the New York Attorney General's Office regarding your 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 you believe this issue potentially relates to such a practice, you

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, you 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. You 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 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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure

Recalls Results by VIN - Vehicle Identification Number

Print 

VIN: 1G1ZJ57B9 

Year: 2009 Make: Chevrolet Model: Malibu

Number of Open Recalls: 0

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to August 20, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

 Enter another VIN here: 1G1ZJ57B99 



I'm not a robot

reCAPTCHA

Submit

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