

IA), 5 U.S.C.

Floral Park, NY
Email:
Mobile

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590

January 9, 2025

To: National Highway Safety Administration,

I am seeking assistance with a matter involving my 2019 Chevrolet Malibu Hybrid.

I have attached a letter I wrote to Chevrolet Customer Assistance in September regarding my 2019 Chevrolet Malibu Hybrid. The vehicle remains awaiting repair (now approaching 6 months for replacement of the Hybrid Batter Pack) under warranty with no response to my letter or indication of anticipated part availability. I am hoping that your good offices can elicit a response from GM regarding an anticipated timeframe of when the part may be available, and the repair completed. If no reasonable timeframe can be obtained, what alternatives would they offer. As I am sure you can appreciate this is now beyond inconvenience or frustration.

If this issue is not under your jurisdiction, please forward the matter to the appropriate federal agency.

Thank you for your time and attention. I look forward to hearing from you.

Sincerely,

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[REDACTED]
[REDACTED]
Floral Park, NY [REDACTED]
[REDACTED]
Mobile phone: [REDACTED]

Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48323-5136

September 6, 2024

Re: 2019 Chevrolet Malibu Hybrid VIN#: 1G1ZF5SU5KF [REDACTED]

Case # [REDACTED]

Dear Chevrolet Customer Assistance,

It will soon be three (3) months that my vehicle has been at the dealership awaiting repair. A long standing ongoing on and off problem was finally determined to be the Hybrid Battery (pending replacement under warranty).

On your website you say "If you are not enjoying an exceptional experience - anything from ongoing warranty concerns to having difficulty getting your vehicle repaired, contact GM and let us help. We understand that customers may turn in many directions for assistance, including the local Better Business Bureau, State Attorney Generals, and Lemon Law firms. Make GM your first choice when you need help with your GM vehicle - give us the opportunity to earn your trust and maintain your confidence." Well, I have done that and while the weekly customer service calls have been courteous, they have been delivering the same message - that there is no information regarding the shipping of the replacement. This would not appear to bode well for the company's reported policy of moving all in on Electric Vehicles.

I can't say I am a happy customer and, needless to say, this cannot go on endlessly. So, the question becomes, is there light at the end of the tunnel and will this, in fact, be resolved anytime soon? Or do you have an alternative offer that would be made available? Or should I go in other directions for assistance?

I look forward to your earnest and sincere assistance toward resolution.

Sincerely,

[REDACTED]

Storal Park NY

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NHTSA
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West Building
Washington, D.C. 20590

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