



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

ODI RESUME

Investigation: EA 04-018
Prompted By: PE 04-031 (Cheryl Tuosto)
Date Opened: 07/01/2004 Date Closed: 05/10/2005
Principal Investigator: Cheryl Tuosto
Subject: Loss of Electric Power Steering

Manufacturer: General Motors Corp.
Products: 2004 Chevrolet Malibu
Population: 144,693

Problem Description: Failure, malfunction, or unsatisfactory performance of the Electric Power Steering Assist (EPS) System

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	130	1,708	1,818
Crashes/Fires:	1	6	7
Injury Incidents:	0	2	2
# Injuries:	0	2	2
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	10,162	10,162

*Description of Other: ODI data as of 4/11/05 and GM data as of 9/14/2004. Other represents GM warranty claims.

Action: This Engineering Analysis (EA) has been closed.

Engineer: Cheryl Tuosto CFT
Div. Chief: Jeffrey L. Quandt
Office Dir.: Kathleen C. DeMeter

Date: 05/10/2005
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Summary: In performing this Engineering Analysis, ODI determined that the electric power steering system in the subject vehicles can malfunction or fail, causing the driver to lose power steering assistance; however, due to the following reasons, ODI has decided that further expenditure of agency resources on this investigation is not warranted at this time:

- GM issued Customer Satisfaction Campaign (CSC) 04050A in December 2004 to address the alleged defect in approximately 58,700 subject vehicles, encompassing at least 97 percent of the complaint and warranty claims population. Vehicles outside the CSC 04050A population contain a newly designed torque and position sensor and have experienced a relatively low complaint rate. This customer satisfaction campaign presently has a completion rate of 52%.
- The impact on the driver's ability to control these relatively small and light vehicles was limited. VRTC test engineers were unable to induce a failure mode that would cause the EPS to substantially limit the driver's ability to turn the vehicle in a particular direction or to provide the driver with unintended power assistance.
- There is no risk of fire.

Accordingly, this investigation is closed. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. The agency will continue to monitor complaints and other information relating to the alleged defect in the subject vehicles and take further action in the future if warranted by the circumstances.

For further details see attached Engineering Analysis (EA04-018) Closing Report.)

2/10/05 5/11/05