



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: **10032830**

Your Complaint Information

Consumer Information

Name : [REDACTED]
 Org. Name :
 Address : [REDACTED]
 City, State, Zip : MT 20227, TN [REDACTED]
 USA
 Daytime Phone : [REDACTED] Ext :
 Evening Phone : [REDACTED] Fax :
 Email :

2003 AUG 29 AM 11: 27

Complaint Information

Description : On 8-8-03 I was pulling out of a parking lot and my steering wheel locked-up. I ended up having my car towed home. On 8-7-03 after speaking to some service techs at a couple of garages found out that my problem is a part that has had a recall issued and supposedly already replaced on my car. the recall is #03044. The part was supposedly replaced on 1-17-02 when my car had approx. 47k mi. on it. I purchased the car 5-03 from an individual and had no idea that anything had ever been worked on. Local dealership won't honor recall anymore so I then contacted GM. Spoke to Kevin May @800-222-1628 on 8-8 and 8-11-03 about honoring the recall again because the evidently didn't correct the problem and GM won't honor again. This is outrageous to me! There is obviously a problem with this part and I feel they should stand behind their products and work. Why should I have to pay several hundred dollars for a problem they should fix? What if I had been driving down the interstate or been in heavy traffic? I can't afford to spend several hundred dollars every 7K mi. or so because GM won't take care of their customers and I shouldn't have to!! This is wrong for them to do and I hope someone can help.

Incident Date : 8/5/2003 File # : No
 Num. Vehicles : 0 Serial # : No
 Num. Failures : 2 Property Damage : No
 Num. Injured : 0 Police Report : No
 Referral Source : ACCIDENTANCE

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Form Approved O.M.B. No. 2127-0008

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1-888-DASH-2-DOT
(1-888-327-4236)

Consumer Information

* Denotes required field

Title :	<input type="text"/>	Org. Name :	<input type="text"/>
First Name :*	<input type="text"/>	MI :	<input type="text"/>
Last Name :*	<input type="text"/>		
Address 1 :*	<input type="text"/>		
Address 2 :	<input type="text"/>		
City :*	<input type="text"/>	Zip Code :*	<input type="text"/>
State :*	<input type="text" value="Please select state"/>	Country :	<input type="text" value="UNITED STATES"/>
Daytime Phone :*	<input type="text"/>	Ext. :	<input type="text"/>
		Evening Phone :	<input type="text"/>
Fax :	<input type="text"/>		
E-mail :	<input type="text"/>		

There are occasions when NHTSA would like to provide automobile manufacturers with copies of questionnaires including personally identifiable information (e.g. name, address, telephone number, etc.). Manufacturers use these questionnaires to identify safety-related defects, analyze alleged problems, and remedy defects. By providing manufacturers with questionnaires that contain personally identifiable information, manufacturers can contact owners to seek clarity, obtain additional details, and in some cases, inform of owners of actions being taken to rectify the problem.

If you would like to authorize NHTSA to release this questionnaire (including your personally identifiable information) to the manufacturer of your vehicle, please check the "YES" box. Your personally identifiable information will be used only for the purposes described above. If you do not wish to authorize such a release please check the "NO" box and your personally identifiable information will not be released to the manufacturer.

See Privacy Statement below.

I hereby consent to the release of the personally identifiable information contained in this questionnaire to the manufacturer of my vehicle. Yes No