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NV8-200



Raeferd, NC
EXECUTIVE SECRETARIAT December 21, 2004

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U.S. Department of Transportation
ATTN: US Secretary of Transportation, **NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.**
400 7th Street, S.W.
Washington, D.C. 20590

Dear Secretary Mineta:

I am writing to inform you of an issue that has caused me grave concern. My wife and I are the owners of a 2003 Chevy Suburban. Several months ago, the steering column in this vehicle started acting up. As the vehicle was under warranty, I took it in for service at the local Chevy dealership in Fayetteville, North Carolina. I was informed that the steering intermediate shaft was defective and that this part would need to be ordered to repair the truck. I was then informed that the part was on national backorder, as it was a common problem. It took over three months for this part to arrive at the dealership.

Here is my concern. When the repair was made, the service associate asked my wife how she was continuing to drive the vehicle. This associate indicated that the steering column was barely attached by one loose pin and was soon to create an accident. My wife has been using this vehicle for primary transportation since it was purchased. Most of these trips have been made with my one year old son in the vehicle. This leaves several distressing questions in my mind. If this part is on national backorder, why has Chevrolet failed to inform the public of the problem? Why has there not been a recall? Obviously, if the part is backordered nationally, many people on North Carolina and national roadways are in danger of possible death due to a faulty steering system in Suburbans, Tahoes, Silverado pick-ups, and their GMC counterparts at a minimum. Do there have to be traffic fatalities before General Motors is held accountable?

I would sincerely appreciate your attention to this matter. General Motors needs to be held accountable for product quality and the safety of the people driving their vehicles. Thank you for your assistance.

Sincerely,

Maxie
1/2/05