

February 24, 2005

BBB Auto Line
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1804

2005 FEB 10 AM 2:39

*Add to
10110936*

Subject: Repairs to correct self activation of anti-lock brake system and brake line failure on my 2000 Chevrolet Tahoe - VIN: 1GNEK13TXY. [REDACTED]

To Whom It May Concern:

Please see attached copies of the dealership service department work orders for (1) replacement of front hubs and sensors to eliminate self activation of anti-lock brake system, and (2) replacement of rusted through brake lines on my 2000 Chevrolet Tahoe (new body style), a copy of my letter to the National Highway Traffic Safety Administration, and a copy of Vehicle Recall Notice from General Motors of Canada Limited.

While performing a slow speed stop on January 18, 2005 a brake line on my 2000 Chevrolet Tahoe ruptured allowing the brake pedal to go virtually to the floor. The dealership determined the cause of failure to be a rusted through brake line. At the time the vehicle had 75,485 miles and was less than 5 years old. Although the manufacturer warrants this vehicle for 6 years or 100,000 miles against sheet metal rust-through they do not feel they have any financial responsibility for the rust-through of my brake line. I on the other hand find this failure to be a serious safety issue, extremely premature, and the possible result of a design and/or material selection error. I do commend the manufacturer on having a Ms. Katrina Banks promptly contact me regarding my letter to the National Highway Traffic Safety Administration (ref. no: 1-305985054), however I remain dissatisfied that General Motors has made no effort to reimburse me for what I believe to be a very serious and premature failure. In addition, I now have further concerns regarding General Motor's tracking and notification of vehicle safety defects in North America.

During the repair of my brake lines the dealership advised me that the anti-lock brake system self activates and will need new hubs to correct the problem. Within days of this diagnosis I became aware of a Vehicle Recall Notice issued by General Motors of Canada Limited. This recall notice covers my vehicle year and model and addresses the exact symptoms it was displaying.

I obtained a copy of the recall notice (see attached) and contacted the Chevrolet Customer Assistance Center on February 11, 2005. After speaking with a Ms. Brandy Moore and then a Ms. Pamela Grant they explained that the manufacture's position was that the recall was only applicable in Canada, and

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that the best they could do was a "goodwill" gesture of providing the parts needed as free, and I would need to pay the labor and associated taxes.

I truly find it incomprehensible that General Motors can find it appropriate/necessary to issue a safety related recall in Canada, but not in the United States. To make matters worse it appears recall information is not readily shared between General Motors Canada and General Motors U.S dealers and customer service centers. This only makes me more concerned about General Motor's ability to track the safety risks associated with the design and material selection of the brake lines that prematurely failed on my vehicle.

Please note that I do not have any issues with the dealership, its staff or the quality of work performed by them.

My issue is with General Motor's response to what I consider to be two serious safety related failures of my braking system. In a little over a month I have paid \$1,293.07 for what I believe to be design and/or material selection caused premature safety related repairs. It is my sincere belief that General Motors has more obligation to cover the cost of these repairs than they have committed to thus far. In addition, I remain concerned about the overall safety of the brake line design on my and related G.M. vehicles.

Sincerely,

[REDACTED]

Concord, OH [REDACTED]

[REDACTED]

c: National Highway Traffic Safety Administration
U.S. Department Of Transportation
Washington, D.C. 20590

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

January 21, 2005

National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, D.C. 20590

Subject: Brake Line Failure On 2000 Chevrolet Tahoe – VIN:
1GNEK13TXY. [REDACTED]

To Whom It May Concern:

Please see attached copy of the dealership service department work order for the replacement of rusted through brake lines on my 2000 Chevrolet Tahoe (new body style).

I am writing this letter in the belief that my vehicle (and potentially other 2000 and later Tahoes, Yukons and Escalades) had a safety defect that could have resulted in a crash and possible serious injury.

Three days ago while performing a slow speed stop in a driveway a brake line on my 2000 Chevrolet Tahoe ruptured allowing the brake pedal to go virtually to the floor, and the distance needed to stop to increase dramatically. The dealership determined the cause of failure to be a rusted through brake line.

While rust is virtually inevitable in areas of high road salt usage such as Northeast Ohio, I believe rust through of a brake line on a vehicle with 75,495 miles and less than 5 years old is extremely premature and a serious safety defect. I hate to think what could have happened if the brake line had ruptured while trying to stop for someone in a crosswalk or a child running out from between some parked cars.

Although the manufacturer warrants this vehicle for 6 years or 100,000 miles against sheet metal rust-through, the dealership, after contacting the manufacturer at my request, advised me that the manufacturer considered the rust through of this brake line to be "under carriage rust" and that they were unable to prevent it.

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).