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Streator, Illinois  
December 14, 2004

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To: Chevrolet Customer Service

Re: 1994 Chevrolet Cavalier VIN 1G1JC1449R7119886

I purchased this vehicle at Bill Walsh's Chevie dealership in Streator on Dec. 31, 1993, as a new car. It had 298 miles on the odometer. When I picked it up, it had a flat tire, which they quickly replaced—I don't know whether they put on a new tire or an older one. Two days later it had another flat tire, with a cut on the side; they denied any responsibility for that, so I found myself having to buy a new tire for a new car. (They suggested I might have hit a pothole—but there were no potholes between my home and my place of business; I suspect whoever drove it from wherever-it-was to Streator hit a pothole.)

All routine maintenance was done at Walsh's; I bought this car just to drive to work (about 25 miles/wk) so there was very little wear-and-tear on the car.

On 11/04/01, when I was driving home from the office in the evening, the brakes suddenly failed, with no preceding warning lights or noise. I managed to get home, and got the vehicle in to Walsh's the next day, and they fixed the brakes (and did routine maintenance check) for a charge of \$586.25

On 9/23/02 I took it in for a check-up because I was hearing an unusual noise when I made left turns. They checked it and said they found both front stabilizer links broken, and replaced them. They also did routine maintenance and winterization. This cost \$282.13

On 11/16/02, on my way home from work on a Saturday afternoon, as I made a left turn off Rt. 23 (the main N-S road through Streator), there was a horrible noise and the front of the car fell on the road, the left wheel off. Since the rear-end of the car wasn't quite out of the intersection, a Streator policeman came and stayed at the scene until the police department was able to find a tow truck and the car was removed. This damage was repaired by Litori Auto Wrecking, who had towed it; the cost was \$327.13. I called Walsh's on Mon. 11/18/02 and told them about the wreck, and they said, "That's unusual."

Recently, again coming home on Rt. 23, the brakes again went out with no warning. I decided I'd had it with this car, and would need to buy a car, new or used. I went to CarFax to check out a couple of cars, and also ran a check on mine. Imagine my surprise to find that the 1994 Chev. Cavalier had an open recall for a defect in suspension that could cause "failure of the drive axle...", and that dealers would replace the axles, etc.!!!!!!

I printed up this CarFax report and went the next day to Walsh's with the report, the invoices, etc. They said, in effect, "too bad; Chevie should have paid for the repairs; we'll give you a 'special deal' on a car to make up for it," and showed me a used 2004 Aveo, a 2002 Saturn, a (2001?) Chev. Malibu... The Saturn had a better trunk, etc., so I thought it might do. At that point they ran a check through the GM Vehicle Inquiry System and found my car wasn't among the 65 on the recall, so decided on no special deal. My Chev. Cavalier has only 23,902.9 miles on it now, which is less than any of the cars they showed me, and it's in much better general condition, so I decided to have the brakes fixed—but not at Walsh's.

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I feel that the problem with the axle, etc. should have been picked up when I took the car in because of the noise I heard. I also feel that whether or not my particular car was among those on the recall list, it seems very apparent that it should have been. GM should at the very least reimburse me for the cost of the first visit for the noise, as well as for the cost of towing and replacing the axle; I say at the very least because of course that doesn't make up for the shock and inconvenience, etc. of the crash.

I will expect to hear from you soon.

cc: NHTSA