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Manchester, TN

February 5, 2005

2005 MAR -6 AM 12:11

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

I own a 2001 Chevrolet Camaro SS that I purchased new from Stan McNabb Chevrolet in Tullahoma, Tennessee. Ten months ago today, the t-top of my car flew off my vehicle while the car was in motion, struck me in the head, and sent me off the road and to the emergency room with a head injury. *The car was under full manufacturer's warranty when the incident occurred.*

From April until August, I provided General Motors with every piece of evidence asked for, under the direction of Michael Schulte who handled my claim, number 477332. My request for a settlement with General Motors was denied due to "a lack of evidence". Even Stan McNabb himself called General Motors on my behalf and still nothing was done. I don't know what other evidence General Motors needed from me for a settlement. My t-top replacement was \$788.05 that I paid to Stan McNabb Chevrolet and my medical bills were \$2,470.00; my portion of the bill after my health insurance paid was \$87.49. I was without my Camaro from April 5th until May 26th of last year.

My car was damaged, I could have been killed, and General Motors has done nothing to reimburse me for my inconvenience. I have purchased all new vehicles from GM and so have my parents and grandparents. All my service work has been done at GM dealerships. My great uncle Russell McCoin worked for GM in Detroit for 30 years. I myself have sold new and pre-owned GM vehicles during the summer months at Stan McNabb Chevrolet since 1997. I am a high school business teacher, single father, and a well-respected church going member of my community. I have been a good customer and part-time General Motors employee; I do not deserve to be shunned by General Motors during my time of need.

I would like to continue doing business with General Motors both as a customer and as a part-time Sales Consultant at Stan McNabb Chevrolet, but in good conscience it is hard for me to put any money into General Motor's pockets when they wouldn't help me. If there is anything that your organization can do to help resolve my situation or help expose my situation to other consumers, I would appreciate it. I can be reached during the day at

Monday-Friday from 8:00-3:00 central time and at
after 4:00p.m. Thank you for your time.

Sincerely,

McNabb
3/4/05