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10117266

PROPERTY  
GENERAL  
MOTOR  
CORPORATION  
DETROIT, MI 48265

P 2:51

SECRETARIAT

Attention: Mechanical & Engineering Division, Consumer Relations Department

We have been a long time consumer of General Motors. Have bought and paid cash for two Astro Mini Vans, 1987 and 1997. Back in our younger years bought many Chevy's!

In 1987 we bought a new Astro Mini Van fully customized with all the bells and whistles. Thoroughly enjoyed the van until engine problems. On this particular van we found there was a flaw with the engine that General Motors put in these Astros. We had less than 70,000 miles. Do we put in a new engine or sell? We sold the Astro to someone who wanted to rebuild the engine.

Because we liked the Astro so well we made the decision to again buy a new one. We discussed the engine problems with the dealership and were assured General Motors had taken care of this problem by redesign.

Again we bought a new 1997 Astro mini van deluxe including a tow package. We enjoyed this Astro but had problems early on. They have been: electric windows which the dealer fixed, driver's seat ripping out, (under 3 months old) which dealer fixed for the first time then we had to have it repaired again. Had a private auto upholstery company fix it and it was paid by the dealership, the rear door hatch door had to be fixed which we paid for. This was all less than 30,000 miles. Finally no more problems.

We now have a major problem! Our transmission has gone out. Our light came on and our mechanic traced it to the code P1870, Torq Converter slipping - valve body wear out. Our 1997 Astro has 90,000 miles. Our mechanic found out from your GMC people that this particular transmission is known for going out around 40,000 miles. In fact, when he ordered the new transmission for our van from General Motors he was told, "we are lucky to get 90,000 out of this transmission". The history is 40,000. This is not acceptable! Why has GMC not done something about this costly problem? Why are they leaving it to their consumers?

At this time we have no choice but to have a new transmission put in. The only reason we are having the GMC transmission put in is for the warranty! Our mechanic is also putting in a cooling system so this transmission is better protected. This is costing us \$2,272.00 without Washington State Sales Tax.

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What really bothers us why is General Motors putting inferior equipment in their products? Are the days of return loyal customer base over? Does GMC feel there are enough people in the world that you don't need loyal customer base and return satisfied customers? We are an example of corporate greed; our warranties have expired so it is now on us as a consumer of General Motor's product!

This will be the final General Motors product that we will ever buy! We grew up in the world of loyalty, supporting your hometown, supporting American made products, even recognizing that they are now made out of our country, which we have accepted, we also own a Toyota vehicle. What we have not accepted is how our American Corporations don't care about their client base! The dollar is the driving force of corporate America, which GMC is a major part of!

This is ironic; we received from General Motors that they have decided that a defect, which relates to motor vehicle safety, exists in certain 1997 model year Chevrolet Astro vehicles. These vehicles may have a condition in which the windshield wiper motor may fail. These failures are the result of cracked solder joints on the controller circuit board near the wiring harness connector...

Why don't you send a recall on the 1997 model year Chevrolet Astro vehicles of a flawed transmission? I am suspecting this is not happening because this is far more expensive to fix then a flawed windshield wiper motor! The safety issue is still there - no transmission - you cannot drive!

Once we get our Astro van back with the new transmission do we sell it or do we take our chances nothing else major will happen? If we decide to buy a new vehicle you can bet it won't be a GMC product! You have lost a long time customer and consumer!

Sincerely,

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Olympia WA

cc: National Highway Traffic Safety Administration,