

10118871

10/1/05

2005 APR 13 11 46 37

I own a 1997 5-10. The windshield wiper motor works only occasionally. I have driven this way for the last year.

When I received your recent letter I contacted the local dealer John L Sullivan of Roswell, GA. I was given an appointment a week later. On the day of the appointment March 23rd I drove down there in the driving rain with no wipers. Got there at 7:00am and waited 45 minutes trying to get checked in before giving up. When that day I called and they said there was no delay so I went down again in the rain. This time I waited over 2 hours to get checked in before giving up. I

I then called your customer assistance center I talked to a very sympathetic man who said he would call me back in 3 to 5 minutes. That was six days ago. I'm still waiting and it's still raining.

I can only conclude John L Sullivan is under staffed or they sell shoddy unreliable product. I was in the market for a new 5-10 but not now.

Your recent letter was only to fulfill an obligation to the National Highway Safety Admin. And you don't care to correct the problem.

NAR
GAY
4/13/05

I repeat my Request. Send me the
Replacement part and I will install it
my self. OR authorize my local
mechanic to do it. in a reasonable time
P.S.

I must drive the S-10 every day and its still the
Risky Season



Rocklin, Ca



ph#



COPIES TO:

National Highway Traffic
Safety Administration

John L. Sullivan
Chief and Oversight
Rossville, Ga

TRAFFIC SAFETY ADMIN.

2005 APR -7 A 11:38

EXECUTIVE SECRETARIAT