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To Whom It May Concern,

On November 5th, 2004, I purchased a 2005, Chevrolet Equinox, from Rothrock Chevrolet, 780 Baltimore Pike, Springfield, PA. Over the course of the next 5 days, I noticed that there seemed to be a problem with the steering. . It is my understanding that with variable steering, the steering is looser when driving around the city and tightens up when you get on the highway. Well, the steering was beyond loose. In fact the car seemed to be all over the road and the alignment was way off. I took the car in on Nov. 10, 2004. On that particular visit I let the manager and the service dept know that there was way too much play in the steering and that the alignment was off. In the service report it states "Speed Circuit Malfunction" Speed Sensor not Seated Repair Connector.

On Dec. 1, 2004, I took the car back, with the same complaint, saying also that the steering was pulling to the left. In their service report they stated "Steering Wheel not Center adjust toe and Center steering wheel. I spoke with Dwayne, the new cars manager. He told me that the alignment was fine and had been. He said that he had it in writing. I told him I DID NOT have those records and I was simply reading what Rothrock had written in the service report. I also said that I was not calling to argue with him or anyone about it, I simply wanted to be in a car that was safe and unfortunately, I do not feel safe in the Equinox, given the problem, with the steering.

Within the first week, of the purchase I clearly told Dwayne, that if they could NOT rectify this situation that they would have one very unhappy customer. That I could ill afford to spend \$29,500 on a car and not be happy with it....he assured me that it would be taken care of. Well, I could see I was getting nowhere with Rothrock and they would put me in another vehicle however, it was going to cost me. I

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was told verbatim, "I just wanted my Trail Blazer back and that I could not afford one". That was so inaccurate, I could in fact afford one, I had one for 3 years. I was NOT putting up any extra monies after I just purchased a \$30,000 car and it didn't feel safe. Yes they were going to put me in a Trail Blazer, with a couple thousands dollars down and higher payments. That certainly was not rectifying any situation, as far as I was concerned. Monday, May 9, 2005 I decided to take my car to Kelley Chevrolet. Frankly, I had no desire to deal with Rothrock. They couldn't help me with a week of purchasing the vehicle and they surely were not going to help me at this point. I expressed my concern to Kelley Chevrolet that the steering wheel rocks back n forth, when driving and hitting a bump. This occurs intermittently, however, too often for comfort. After having the car for the day, they agreed they saw what was happening. Shelley, the service dept. manager, said she contacted TAC n spoke to Dave Antall. He said this was a normal characteristic of the Equinox. The case is #8172554. Shelley said they had pulled a couple off the lot and had had the same complaints.

I then decided to call Rothrock and speak to Dwayne, about the situation. Dwayne told me that there was never anything wrong with the car. They merely aligned the car, as a courtesy to me and wanted to make sure that I felt totally safe. He also suggested that at that point, if I was going to call GM, I would need a dealership to back me up! So, he suggested that Kelley Chevrolet do that since I just took it to them and they agreed that the steering was loose. I found that VERY odd, especially since I purchased the Equinox from Rothrock in Springfield, PA. So much for going the extra mile for the customer.

Within that first week of purchasing the car, I expressed my concern to my brother, about what was happening and that I felt extremely unsafe. My brother suggested that if I was unhappy about the way the car was driving, in fact, now would be the time to take it back in

and get rid of it, within the first week. I am very disappointed in the manner this has been handled. This is my 4th vehicle that I've purchased from General Motors. This steering is not just a bit loose, in fact, when you hit a bump, the car is all over the road. The steering wheel, actually rocks back and forth. It feels as though the steering wheel is ready to jump out of my hands. I believe there were some problems with vehicle, when I purchased it. I have been in 2 separate accidents. 3 times I have been hit on the drivers side and have had several neck surgeries as a result. I am NOT going to wait for another accident to occur, because, there is quite noticeably a problem, with the steering.

I am very discouraged, as \$30,000 is quite a bit of \$\$\$ to spend on a vehicle I don't feel safe in.

I will also be contacting NHTSA about the situation. I look forward to hearing from General Motors, in the meantime, as to what can be done about this situation.

Sincerely,

Phoenixville, PA

VIN # 2CNDL73F856

Cc: NHTSA