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NOV 2005

EXECUTIVE SECRETARIAT



Hopewell, Virginia



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To Whom it May Concern,

Enclosed is a letter written by me to the General Motors Corporation describing my complaint. I am forwarding the letter to your organization in hopes to ensure the future safety of other consumers. My complaint is limited to the Strosnider Dealership. I have described in detail the careless regard toward my safety, that of my family and other persons by attempting to defraud me. Since this letter GM has contacted me and rectified the problem.

To follow up from the enclosed letter... GM directed me to the Heritage dealership in Chester. The work that Strosnider claimed they'd done had in fact not been done. Though satisfied with GM's handling of the complaint, I am angry and concerned this happened. I cannot believe that I am the only person abused by this particular business. I am alerting you so that you may look into the matter.

Safety is a priority issue for most of us. People should be made aware of this. They too may have been deceived and are unaware of it, possibly driving unsafe cars endangering themselves and others.

Feel free to contact me at the above address and phone number if you have any questions regarding my complaint.

Respectfully,



*Mr. Thomas Howard
was the man that
claimed the work
had been done!*

*Edison
6/3/05*

[REDACTED]
Hopewell, Va
[REDACTED]

April 9, 2005

Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, MI 48256-1000

To Whom it May Concern,

I had received a letter from you alerting me to recall information on my vehicle (a 1996 Chevy Cavalier, vin# 1G1JC1241T [REDACTED]). The letter explained that there was a "condition where the lower pinion bearing in the power steering gear may separate".

I had contacted a local dealership (Strosnider Chevrolet Inc., 5200 Oaklawn Blvd., Hopewell, Va. 23860, 804-458-4432). I was told that the car would need three repairs based on recall information, all relating to safety issues, and that the work would be done with no cost to me. Aside from the steering mechanism, something with the ignition and the air bag. I was told that the repairs could be done on 4-7-05. I took the car in on the afternoon of the 6th as the service man told me that it would take all day to make the repairs as each repair should take 2-3 hours. I had parked the car in slot #20.

The following day, the 7th, around lunch time, I drove by the dealership and noticed that the car had been moved to slot #60. Throughout the remainder of the afternoon I drove past the dealership a total of 6 times about every 30-60 minutes. I had even stopped in at one point, at around 3-3:30, and spoke with an acquaintance. The final time I drove by the dealership was around 4:30-4:45. I then figured that I would not be getting my car back that day as the car had not been moved from its spot all day so, I drove home.

I live maybe 20 minutes from the dealership. Five minutes after I walked in the door the dealership called to inform me that my car was ready and I could pick it up. I asked when the work had been completed and he said it was finished up about 20 minutes ago. Keeping in mind that 20 minutes ago I was driving past the dealership for the final time that day seeing my car parked exactly as it had been parked in the same place all afternoon.

Being that the person who called claimed he had just completed the work just 20 minutes ago, I became concerned that the work hadn't been done at all since I knew the car hadn't moved since *at least* noon. And if he claimed he had just finished it then it certainly hadn't been worked on in the early morning hours.

I then went up to the dealership and voiced my concerns. I asked the service manager to see the faulty gears that were allegedly removed from my car. Neither he nor the parts manager could find these gears. I then asked to speak to the mechanic who did

the actual work. He was conveniently gone for the day. I again began to question the what and the when of the repairs. The service managers response was that if I didn't trust them why did I bring my car there for service to begin with. At this point I demanded my key to the car and they outright refused to give me any paperwork concerning the alleged work that was supposedly done.

The following day I received a phone call from a man who had identified himself as Kevin Berry from GM corporate. I was then asked and then explained my experience to this person. He wanted me to bring the car back to Strosnider and explained that the gears, that were no where in sight the day before, were in fact there. The explanation was the parts person puts everything in a bin. My question is, if that were true why didn't the parts manager or the service manager know that less than 24 hours ago?

This Mr. Berry then made an appointment for me in a neighboring town with another dealership, Heritage, in Chester, for the car to be looked at on 4-12-05. He then left a number for himself, which I then called later to here voice mail that said "This is Kevin leave a message". I am certain that this was his personal cell phone and I know of no GM Corporate Headquarters in this area. So I feel that this Kevin Berry either outright misrepresented himself or at the very least exaggerated his position. I cannot help but feel that I am being scammed somehow. I think my suspicions are justifiable.

If the work was indeed done, then it would have had to have been done prior to 12 noon. I do not believe it could have been done because I had received no phone call throughout the day informing me to pick up the car and I specifically asked when the work was completed. The answer of 20 minutes ago, where 20 minutes ago I was driving by and again the car hadn't been moved. It's impossible. All of that along with the missing mechanic and the parts person with the elusive bin of defected parts is just a little too coincidental for me. A man identifying himself as GM Corporate, which might be an exaggeration, doing what he could to satisfy this customer, though appropriate, has me suspicious. I have since called Mr. Berry back and canceled the appointment at the Heritage dealership.

I am not sure what to do at this point. These are safety issues we are talking about. I do not feel comfortable driving the car until I know if the repairs have been made. I refuse to go back to the Strosnider dealership. I have serious trust issues at this point going to another dealership. I would like for an independent source to inspect the car, at no cost to me, to ensure that the work has been completed. If it has in fact not been done I would like it completed by this independent source, again, at no cost to me.

At this time, I look to you to resolve the matter immediately and effectively. I can be reached by the address and/or phone number at the top of this letter.

Respectfully,

