

NHTSA ccmMercury Routing Slip



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Due Date: 8/2/2005

S10 #:

DOT/I #:

RMP #:

Subject: LTR FM [REDACTED] (NC) REQUEST ASSISTANCE IN GETTING GM TO REIMBURSE HER FOR THE DEFECTIVE PARTS INSTALLED IN HER 1986 SUBURBAN, REPLY ATTN ESTHER CLARK/RALEIGH DISTRICT OFC

Ack Date:
Sign Office: EXTERNAL
AFFAIRS

Ack By:
Signature: HARRINGTON

Signed For:

Cleared Date:
File Loc:
Added By: SHARRIS x62534

Cleared By:
XREF File:
Modified By: SHARRIS

Cleared For:
Closed Date:

Most Recent Comment:

Author:

The Honorable ELIZABETH DOLE
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: 202-224-6342 Fax: 202-224-1100 E-mail:

10131264

2005 JUL 26 AM 7:03

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	7/22/2005	8/19/2005	
NVS-010	INFORMATION	7/22/2005		7/22/2005
NOA-010	INFORMATION	7/22/2005		7/22/2005
NIA-110	INFORMATION	7/22/2005		7/22/2005
I10	INFORMATION	7/22/2005		7/22/2005
I20	INFORMATION	7/22/2005		7/22/2005

7/29/05

EDI
EXECUTIVE SECRETARIAT
2005 JUL 22 7:11:29

Michael
7/26/05
SDH

ELIZABETH DOLE
NORTH CAROLINA

RALEIGH OFFICE
310 NEW BERN AVENUE
SUITE 122
RALEIGH, NC 27601
(919) 858-4890
FAX: (919) 858-4088

United States Senate

WASHINGTON, DC 20510

COMMITTEE
ARMED SERVICES
BANKING, HOUSING, AND
URBAN AFFAIRS
SPECIAL COMMITTEE ON AGING

July 12, 2005

Dr. Jeffrey W. Runge
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590-0001

Dear Dr. Runge:

A constituent has contacted my office requesting assistance from your agency. Please review the attached information regarding [REDACTED]

[REDACTED] Advance, NC [REDACTED]

Please give [REDACTED] concerns your full attention, and kindly report your findings to Esther Clark in my Raleigh office, 310 New Bern Avenue, Suite 122, Raleigh, North Carolina 27601.

With my warmest best wishes,

ED/emc

2005 JUL 28 AM 7:03

RALEIGH OFFICE
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

2005 JUL 22 A 8:49

EXECUTIVE SECRETARIAT

GREENVILLE OFFICE
305 SOUTH EVANS STREET
GREENVILLE, NC 27608
(252) 328-1088
FAX: (252) 328-1087

HARRISONVILLE OFFICE
401 NORTH MAIN STREET
SUITE 200
HARRISONVILLE, NC 28762
(828) 899-3747
FAX: (828) 899-1267

SALISBURY OFFICE
226 NORTH MAIN STREET
SUITE 304
SALISBURY, NC 28144
(704) 833-6011
FAX: (704) 833-2837

WASHINGTON OFFICE
565 DIXON SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6942
FAX: (202) 224-1190

ES05-006323

May 5, 2005

The Honorable Elizabeth Dole, US Senator
555 Dirksen Senate Office Bldg.
Washington, DC 20510

Dear Ms. Dole:

This letter is a follow-up to my letter of May 3, 2003, concerning General Motors Corporation, installing Factory Defect parts in our new Suburban, and refusing to make a fair settlement for any of the expenses we have had during this time. In response to my previous letter you sent my information to the Federal Trade Commission, which I received a lengthy letter explaining my options. In the letter it mentioned obtaining an attorney for help. This is where my problem lies. The attorneys are either afraid of GM or the money is not enough for them to bother with. I even talked with a Superior Court Judge, who referred me to an attorney, and this attorney claimed to know nothing about the Magnuson-Moss Warranty Act, but he went on to say this Act was just an opinion by someone. If he didn't know anything about this, I wonder why he had this opinion? Every attorney I have spoken with keeps mentioning the "lemon law" which does not apply to my case since I could drive this vehicle, only at a slow pace, 55-60 mph. I did what I was supposed to do by following the law, which was giving the dealer ample time to fix my problem, but because of Flow Chevrolets' negligence, following the proper procedure of warranty, and being put off, this has cost me a huge amount of money. An enclosed copy of charges to Flow Chev. and the trips to the Tire Co. gives you an idea of the problems we have had. We were not strangers to Flow Chevrolet, and the Service Reps usually talked about the low mileage on our Suburban.

If you notice in my letter of May 3, 2003, I also sent a copy of my letter to G. Richard Wagoner, Jr. by certified mail and received no response.

I realize this type of situation is not what we elected you to do, but I feel you can get a better response, because I had already written a letter to the FTC and only received a tiny brochure. Perhaps you know an attorney who deals in this type of problems?

Recently I have been in contact with "2 Wants to Know Call for Action" and have just learned from Earle Glenn, that General Motors told him that we had 150,000 miles on our vehicle, and after looking at the work order, they have FALSIFIED the mileage on our vehicle. This is on the bill marked Parts Retained for GM Scrap, which we have in our possession. This mileage was put on the work order without looking at the odometer by William R. Johnson, GM Corp. SE Region Area Service Mgr., who by the way made the measly offer of \$553.00. I was under the impression it was criminal to tamper with mileage on vehicles! Take a look at the enclosed NC Div. of Motor Vehicles Inspection Tickets and a few Flow Motor work orders for the mileage, and as of today we have 55,536 miles on the odometer. Also I have documentation to prove mileage back to 1988, if necessary. Would you please report this to the proper authorities? Not only have they denied us a reasonable compensation for their negligence, they have added insult to

injury by **FALSIFYING** mileage on our Suburban! The person at GM who told Mr. Glenn about the mileage was possibly Ciara Lampkins, 1-866-952-4368, Ext. 58955. She gave me this information when she called to tell me GM was not going to pay us anything, but Mr. Glenn did not get her name.

If you take a look at the two reports in the Winston-Salem Journal dated May 26, 2002 and May 3, 2005, it is not surprising what is happening to us concerning General Motors. They are causing their own problems. Perhaps the Government should add our case to the investigation!

If you will please help in getting this solved, you don't know how much I would appreciate this. It's not right for any business to be allowed to get away with this because of their size, but then I'm not surprised with all the CEO's of these Companies stealing millions and smiling all the way to the bank!

Again Thank You, for any assistance.

Sincerely,

[REDACTED]
Advance, NC [REDACTED]

Enclosures

May 3, 2003 ²

The Honorable Elizabeth Dole, US Senator
Senate Russell Bldg.
Room 120
Washington, DC 20510

Dear Ms. Dole:

This letter concerns the ... HELL ... General Motors Corporation has put us through since purchasing a new Chevrolet Suburban in 1988. You will need to read my letters dated January 21, 2002, March 11, June 4, and July 8, 2002 to understand what has happened. I realize this is lengthy but PLEASE TAKE TIME TO READ THIS. Also glance at the glowing article in the Winston-Salem Journal dated May 26, 2002 regarding GM "reliability" issues: we can relate to this and our own personal problem has contributed to this report. Just because General Motors Corporation is a large business, they should not be allowed to take advantage of the small consumer, because they can!

In my letter of Jan. 21, 2002, I mentioned putting four sets of tires on, Mr. William Johnson, Area Service Mgr. seemed to have doubts about this. I should have stated sixteen tires because we would take the tires off the front and put on the back and put two new tires on the front, which still is four sets of tires. The tire tread still looked good (but so out of round) they could not be used on our Suburban. When we had a garage sale, we were able to get rid of several tires to a farmer to be used on a farm trailer. He questioned why we had so many tires for sale, and we explained to him why we had so many tires.

Also Mr. Johnson asked us why we didn't get rid of our Suburban. The simple reason being we had made payments for two years and I had emptied my savings to finish paying for it. Also, you can't pay \$1300 - \$1500 every three months for medicine and living on a fixed income, the small SS checks we receive plus over \$9,000 in medical bills last year over what Medicare paid, and we don't have an extra \$30,000 on hand to invest in another vehicle. With the serious vibration problem, 60 mph. was about the limit, and we didn't dare get on the Interstate during rush hour at this slow speed, but we felt safe with the camper, (1978 Model) behind us because we could be seen and not as likely to be rear-ended. This vibration problem is the reason for the low mileage.

In February, 2003, I called the NC Bar Referral Service and was given the name of a lawyer to see about this and when I went in, it took me about three minutes to see he was not interested in this because the money was not large enough. His advice to me was to put my paper work away and get on with life, because if I went before a Judge with this he would say to me, "Why didn't you sue the company if you knew you had a problem?" We kept thinking Flow Chevrolet would find the problem. I thought this was what a warranty was for, but according to General Motors Corporation, if they can put you off long enough, the warranty does not have to be honored. General Motors has serious

problems when their Factory Representative takes a forty mile ride with you and tells you he can see the problem, and does the same thing Flow Chevrolet had been doing before, (balancing the tires) which did not fix the problem. Also when a business that does not deal primarily in car repair can put your vehicle on a lift and spot your problem by simply looking, without the aid of all the tools the dealer has, this lets me know we were intentionally put off to keep from having to replace the defective parts installed on our new Suburban at the factory.

Take note of the Customer Claim Form mailed to us from the BBB Autoline, which is nothing more than a joke. The first line was filled in for us, and they mailed their decision to us before receiving our information. All the lines below are information from work orders we have from the dealer. General Motors should be proud of the BBB Autoline because they are looking out for their best interest, which reminds me of an investigation Ken Lay might be doing on Enron!

*Since my husband and I helped you get your position, we need your help in getting this problem resolved and compensated for the expense and aggravation we have endured, and because of this (I have gone on blood pressure medicine since all this happened)! If you are unable to help, we have kept the defective parts installed and all the documents and information gathered up to this point, to be shown on TV, first with our local area and then going to National TV. Perhaps this will keep others from having to go through what we have. Here is a partial list of expenses. Spaug Motor Co. \$10.00; 16 tires @\$77 ea. \$1,232; 16 tires trued and balanced @\$15, \$240; Factory Rep. ride, 40 miles @.32 per mile, \$12.80; 9 trips to Flow Chevrolet 30 miles @.32, \$86.40; attorney fee, \$30.00; Lindsay Tire Repair bill \$786.40. Fax to BBB Autoline \$10; postage and copies \$30. This comes to a Grand Total of \$2,437.60. This does not include countless hours spent gathering information. We were only asking for the Lindsay Tire Repair bill originally, but since GM offered this insulting amount of \$553.00, the amount should be for the entire expense we have had to bear because of GM carelessness, and inconsideration. This \$2,437.60 might be a small price to pay compared to negative publicity.

Your help in this would be greatly appreciated; perhaps this is something Congress should take a look at because if this is happening to us, I feel sure it is happening to others. Keep up the good work!

Sincerely,

Advanca, NC

CC: The Honorable Richard Burr, Congressman * 1526 Longworth HOB Wash. DC
The Honorable Howard Coble, Congressman * 2468 Rayburn HOB Wash. DC

G. Richard Wagoner, Jr. GM Corporation; 300 Renaissance Center, Detroit, MI 48265

Enclosures

Master Card Tickets
to Flow Chevrolet

Checks Payable To
Flow Chevrolet

\$158.75	\$26.55	\$25.17	ck#23.74-4-18-93-	\$18.43	
114.76	35.78	23.09	2526-	4-17-91-	18.44
18.48	66.09	8.39	2554-	6-17-91-	385.03
14.48	31.78	26.55	2569-	7-27-91-	25.15
23.55	42.89		2614-	11-18-91-	27.99
15.54	23.30	MC	2668-	3-12-92-	18.54
20.48	38.15	(Village Tires)	2757-	7-24-92-	18.54
17.55	9.32	6-11-94-\$16.00	2809-	1-14-93-	49.53
17.55	18.55	5-4-95-22.95	2940	11-17-93-	18.48
99.49	10.59	8-8-95-129.60			
28.88	9.53	8-18-99-20.42			
15.74	32.08	1-5-00-20.42			
10.49	14.83	4-3-00-30.59			
27.83	43.03				
9.98	12.71	(Baity Tire - Master Card)	(Beans Tire Co.)		
15.49	42.56	11-17-89-\$14.00	#2227-6-21-89\$21.6		
15.74	64.41	4-9-93-14.00			
10.49	75.02	6-10-93-130.54	Longs Garage		
18.90	106.29	6-22-93-20.00	#3030 8-19-98\$210.80		
23.63	65.25	6-27-95-179.28			
8.09	84.76	3-30-08-215.46	(Lindsay Tire Co.)		
19.07	107.41	8-2-01-212.00	11-12-01-\$786.40		
7.43	13.75	4-19-01-20.00			
34.98	34.23	ck# 2281-10-4-89 \$10.00			
23.85	26.59	2616-11-18-91-28.00			
9.28	56.43	2801-12-29-92-16.00			
27.50	17.19	2868-6-8-93-16.00			
		2890-6-22-93-20.00			

BUSINESS

GM internal review fuels 'reliability' issues

By [unclear]

DETROIT

A General Motors Corp. report shows that a quarter of U.S. consumers own GM vehicles because of reliability concerns and that complaints by new-car owners have declined 18 percent in the past year.

The internal review, presented by some division heads to other managers last month, focused on several quality measures, including a four-point index of *Consumer Reports* magazine ranking on reliability. GM also said that it expects the number of complaints in a key ILL Power & Associated quality survey this week to improve to just 1.8, from 1.9 vehicles.

GM is taking steps to improve quality and shoppers' perceptions as it prepares to replace 43 percent of its models next year — its busiest ever for new or redesigned ve-

hicles. General Motors' market share has slipped in less than 30 percent from 53 percent 10 years ago to rivals including Toyota Motor Corp., but it takes on a reputation for quality.

GM is getting fairly competitive in reliability, but in terms of long-term reliability they've still got some catching up to do with Toyota, said Richard Shuman of Shuman LLC, a quality consultant for General Motors and other manufacturers. "That number shows they're up with the leading new vehicles they're introducing, but it will drop back again if they're not delivering reliability over the long haul."

S spokesman Tom Wickham declined to comment on the company's review, a copy of which was obtained by Bloomberg News. General Motors expects to spend \$2.9 billion for warranty costs on vehicles it

sold in North America last year, or about twice its 2001 net income in the region of \$1.48 billion, the report said. The company expects to spend \$563 on warranty costs for every car and truck it sold in North America last year, down from \$614 in 2001.

General Motors' Consumer Reports ranking is unacceptable, executives said in the analysis. Only eight of 46 GM cars and trucks from this model year are expected to provide above-average reliability, compared with 17 of 17 vehicles from Toyota, according to the magazine, which surveyed more cars on the performance of 612,000 vehicles.

In better news rankings, GM identified 15 new model designs, vehicles that the magazine might recommend in the next few years, according to the report. Executives get updates on what engineers are doing to improve the models, the report said.

Government to investigate GM anti-lock brake system

WASHINGTON — The government has begun an investigation of more than 1.2 million General Motors Corp. pickup and sport utility vehicles in 21 states.

The National Highway Traffic Safety Administration late yesterday said stopping distances may increase when the brakes are applied at speeds of under 16 mph because of the buildup of corrosion.

The investigation involves models from 1993-2002 in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Missouri, Minnesota, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Wisconsin and West Virginia.

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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**