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EXECUTIVE SECRETARIAT

2005 SEP -2 A 11:37

NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN.

August 25, 2005

Administrator
National Highway Traffic Safety Adm
400 Seventh St SW
Washington, DC 20590

Dear Sirs:

I would like to make you aware of the problem I have experienced regarding the recall notice on my 1998 Olds Intrigue -POWER STEERING GEAR LOWER PINION BEARING SEPARATION. There was no problem before I took in the car for this procedure, but now I do have a safety problem that the Shirey Cadillac dealership where I took the car will not correct unless I pay for a mistake done while they serviced the vehicle.

I have enclosed copies of letters that have been sent to Oldsmobile and General Motors.

By submitting to this recall I now have a safety issue.

Sincerely,


Oak Lawn, IL 

Encls.

Maria
9/14/05

August 24, 2005

Oldsmobile
Attn: Customer Service
PO Box 33171
Detroit, MI 48232

RE: Recall Notice 03062 Power Steering Gear Lower Pinion Bearing Separation
1998 Olds Intrigue
VIN # 1G3WS52K3WF [REDACTED]

To Whom It May Concern:

I had received numerous recall notices to replace 03062 Power Steering Gear Lower Pinion Bearing Separation on my 1998 Olds Intrigue. I decided to take it to Shirey Cadillac in Oak Lawn since I could walk home after dropping the car off - **A VERY BAD MISTAKE**. I took the car in at 8:00am on August 18th with no problem with my power steering on the vehicle. As a matter of fact, the steering on the car WAS very easy and pliable. When I picked up my car later that day, the steering was extremely **STIFF**. To make a right turn is difficult, it's like having no power steering. I called Shirey on Saturday, August 20th to explain my dilemma. They said to bring it in on Monday, August 22nd. On Monday, August 22nd, the car was brought in, but since the mechanic who worked on the vehicle was not in, my brother who brought the car in for me was advised we would have to pay \$50.00 for a vehicle inspection unless we return on Tuesday, August 23rd. Why should a customer have to pay a fee to have someone look at a problem that resulted from someone who did not do the job correctly per your GM memo which gives directions on what and what not to do when replacing this bearing? On Tuesday, August 23rd, my brother again returns the vehicle and advise them of the problem. After the inspection, we are told that the power steering rack needs to be replaced for a cost of \$1283.00. If this was a problem before I brought the car in, I believe I should have experienced some type of a problem with the steering beforehand. My brother inquired why should we pay for something that was probably damaged when the mechanic performed this job but not following your directions per the GM recall notice. Jules Audy the service director at Shirey told my brother the power steering rack had nothing to do with the recall item. Mr Audy told my brother he did not know what he was talking about - Great Customer Service, Professionalism to tell customers they are dumb. You probably could call me dumb regarding some car items but not my brother. He has worked on cars since high school and had worked for a GM dealership. In summary, I brought the car in with no problem. Steering was a dream now it is a nightmare. You should really advise people when they receive recall notices to proceed at your own risk for damage to your vehicle can occur at your expense.

Sincerely,

Bernadine Lelko
Cc: Corporate Headquarters

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).



ACCORDING TO OUR RECORDS AS OF AUGUST 1, 2005,
THE FOLLOWING OPEN RECALL(S) HAVE NOT BEEN
COMPLETED ON YOUR OLDSMOBILE,
1G3WS52K3WF332083.

03082 POWER STEERING GEAR LOWER PINION BEARING SEPARATION

Recall Service performed at no charge to owner.

Dealer:
MILLER OLDS, INC.
5343 MILLER CIRCLE DR
MATTESON IL 60443
(708) 720-3500

1G3WS52K3WF332083

ESTELLE LEUKS

OAK LAWN IL

00000117267



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