

10138816

2005 SEP 15 AM 9:02

LAKE STEVENS,
WASH.

Sept. 2, 2005

RE: NHTSA:

WE WERE ADVISED BY OUR, BETTER
BUSINESS BUREAU, TO WRITE YOUR OFFICE
IN REGARDS TO OUR, 2005 GMC 2500 (SAVANA)
FULL SIZE CARGO VAN, V# 6000.

OUR LOCAL PAPER STATED THAT GMC,
CHEVROLET DIV HAD A RECALL DUE TO
RUST PROBLEMS, & BRAKE PROBLEMS, AND THAT
200 COLLISIONS (SO FAR, RECORDED) OCCURED
DUE TO THESE DEFECTS IN BRAKING SYSTEM.

OUR VAN (AS LISTED ABOVE) HAS SEVERE RUST
ON BRAKE-BEARING SPINDLES, & KNUCK HEAD
JOINTS. WHEN WE TOLD OUR GMC ^{CHEVROLET} DEALER
ABOUT THIS RUST, THEY (SERVICE MANAGER)
WOULD NOT ACKNOWLEDGE THAT A BRAKE
PROBLEM MAY OCCUR AT ANYTIME. THEY
GAVE NO INFO, OR KNOWLEDGE OF THE RECALL
NOTICE IN THE SEATTLE TIMES. WE THEN
CONTACTED OUR BBB, WHO TOLD US TO WRITE
YOU, AND INQUIRE OF ANY ^{RECALL} BULLETINS ISSUED
BY GMC OR CHEVY DIVISIONS IN REGARDS
TO THE SPECIFIC PROBLEMS (THE RUST, & WHAT
CAUSES COLLISIONS).

LISTED WERE
PICKUP TRUCKS & VANS

FRONT
& REAR

(COVER)

Mania
9/20/05

A LOCAL MECHANIC WHO INSPECTED THE
BRAKE-BEARING-KNUCKLEHEAD SPINDLES TOLD US
THAT NO WAY SHOULD THEY BE RUSTED LIKE
THEY ARE. IS NOT JUST SURFACE RUST; IS DEEP
METAL-STEEL RUST - & WILL GET WORSE, HE SAID.
OUR VAN HAS ONLY 4,122 MILES ON IT. WE
BOUGHT IT NEW, JULY 29, 2005.

HELP!! WE ARE GETTING AFRAID TO
DRIVE THIS VAN. DEALER WON'T HELP!

Sincerely,

[REDACTED]

& Family

P.S. A COPY OF THIS LETTER IS IN BBB FILE.

~~SMC VAN~~

TOO: THE 2004, & 2005 CHEVROLET, 2500
EXPRESS VAN (6000 V8) IS EXACTLY THE SAME
VEHICLE, EXCEPT FOR NAME(S).