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2005 DEC 30 AM 8:28

NEW PORT RICHEY, FL

E-MAIL

CELL

NOVEMBER 18, 2005

NHTSA U.S. DEPARTMENT OF TRANSPORTATION

REF:

DEFECTIVE ABS BRAKES

VEHICLE- CHEVROLET, MODEL 2500 EXPRESS

VIN NO. 1 GC6623U1

COACH INSTALLED ON CHASSIS, MINI HOME,

CLASS B, MODEL POPULAR 170

BUILDER, HOME AND PARK, LOCATED IN CANADA

HAVING TROUBLE WITH DEFECTIVE ABS BRAKES ON THIS CHEV. 2500 EXPRESS. ENCLOSED IS THE LATEST LETTER FROM GENERAL MOTORS IN DETROIT, MICH. THREE LOCAL AUTHORISED DEALERS STATE THAT BRAKES ARE WORKING AS THEY SHOULD. EVEN THOUGH THEY PULL TO THE RIGHT OR LEFT AT TIMES DURING A PANIC STOP. BRAKES HAVE A MIND OF THEIR OWN AND WANT TO KILL ME IF I LET THEM. HAVE BILLS, DOCKS AND PICTURES WHICH MAY HELP ME PROVE MY CASE. I BELIEVE GM REPS. ARE GIVING ME THE GO AROUND. ONE ASST MGR. WHO WAS DRIVING THIS VEHICLE AT THE TIME OF A PANIC TEST STOP WAS SURE SURPRISED TO FIND IT DID PULL TO THE SIDE OF THE ROAD. HAVE HIS CARD IF I MAY NEED IT. WHAT I HAVE TO DO IT TO FIND COME ONE THAT IS NOT ON GM'S PAYROLL TO GIVE ME AN HONEST ANSWER WITHOUT BEING AFRAID OF LOSING HIS JOB BECAUSE OF DOING SO. IF YOU CAN HELP ME, PLEASE DO SO. BY THE WAY I HAVE HAD THREE ACCIDENTS WITH THIS VEHICLE BECAUSE OF DEFECTIVE BRAKES. TWO WERE FENDER BENDERS, LAST ONE TOTAL DAMAGE TO ALL VEHICLES. OVER \$30,000 PLUS MY INS. CO. IS BEING SUED FOR THE LIMIT OF MY POLICY \$100,000. ONE PERSON CLAIMS HE WAS HURT.

NOTICE: YOUR VEHICLE WAS RECALLED IN CANADA

GM'S RECALL NOTICE NOVEMBER 1, 2005

THANK YOU.

COPIES OF THIS LETTER WILL BE SENT TO THE NHTSA

Mary
1-5-06



Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

September 20, 2005

[REDACTED]
[REDACTED]
New Port Richey, FL [REDACTED]

Service Request [REDACTED]
Customer Relationship Manager: Joannie Bruner

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Express. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation