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12-21-05

To whom it may concern,

EXECUTIVE SECRETARIAT

I am a dissatisfied customer. I took my car to have the power steering and rack and pion gear fixed. The reason for taking the car was because when you made a left turn the car wouldn't turn. The car was taken to Jim Cook Chevrolet in Marion, N.C. 28752. I was told the car was fixed but after getting it back it wasn't the car steering was worse. I scheduled another appointment and took the car back. I was told the rack and pion had to be ordered and they would call when the part came in. I have not heard anything from them since. My wife and I are still driving the car to and from work and taking the children to school in this car not knowing when the steering may go out. Please respond and let me know what will be done about this situation.

Sincerely,

[Redacted Signature]

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