

Copy of this letter  
sent to Chev. Customer  
Assistance Center in  
Detroit.

10148707

2003 JAN 23 PM 4:07

12/2/05

Gentlemen,

I have been a proud & satisfied owner of at least 10 Chev. Suburbans, and with the exception of an early model diesel, all have been pretty much maintenance free.

My married son & daughter have also & currently own suburbans.

I had a scary experience two days ago. My wife & I made a 100 mile trip to Ft. Worth for Christmas shopping. After one stop, we were going to another store when my power & steering completely went out. Luckily, I was in the process of backing out of a parking space, when it practically locked up. With great effort, I managed to steer across the parking lot to a Firestone Service Center where the power steering pump was replaced. I had 92000


Armanian  
1/24/06

miles on this car.

Had this occurred at 70 mph on the freeway, or even while turning a corner at low speed, I hate to think what might have happened.

This vehicle cannot be steered by the average person without power steering, so I urge you to address this problem in some manner.

I hope to own 10 more suburbans in my time, but having just turned 75, I probably can't drive each of them 150,000 miles as I normally do. Especially at 20,000 miles per year.

Sincerely  


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