

2006 MAR -2 PM 2: 28

2/19/06.

NHTSA, US Dept of Transportation,
Washington, DC 20590.

RE: 2002 Olds Alero, VIN # 1G3NL52F62C [REDACTED].

Dear Sir/Madam:

I want to make you aware of a very serious safety hazard concerning my above referenced vehicle, which I had pushed aside, as own five other vehicles, till it involved my young daughter, that very nearly got killed a few days ago in this vehicle, and I chose to act.

The problem is not one of the power windows work, I repeat not one of the four windows. A check revealed that the plastic channels (GM calls them regulators) that holds up the window glass, moves it up and down down is getting brittle and is disintergrating inside the door, while the unsuspecting driver while driving will have the window, while on the highway will have the window come crashing down. This happened to my daughter, who first thought the tire had blown as the noise was so loud, she was startled, lost control and ran off the road. I bought this vehicle last July from the Federal govt GSA, only to find out later that this vehicle is still covered by an extended warranty, which GM will not transfer to my name. I bought it just when it was over the 36 K miles warranty. When the problem first came up I took to Firestone, where Sam Clark, the mgr knows me well, he tells me this is a very common problem with Aleros, he narrates one of his customers had lost a window on the highway, but then at that time, it did not impact me. Later I took it to Pep Boys, where the manager mistakenly started to tell me, the part I had ordered had not come in, only to realise I had just walked in. It was eerie that another customer had the same identical problem, with same identical vehicle, just like mine. She even went on to caution me, that another customer had her face cut when she lost her window. Still it did not impact me, as nothing like it had happened to me. Curiously, my own sister in law, Teresa Valdespino happens to own a Olds Alero, who had the same problem, but GM had quietly replaced the regulators in her vehicle. So on 10/5/05, I took it to Bravo Cadillac/Oldsmobile (I happen to own a Cadillac also) where I regular service advisor, Frank Rodriguez, openly told me this was a very common problem with Aleros. He tried in vain to get me help from GM, where a cold callous and indifferent woman tried to sell me another vehicle "at a very good price" since I was a very good customer, and for all my problems. Being disgusted I left, to push my problems aside, till the incident with my daughter. To further worsen this problem, all the power window motors work, but you cannot buy just the plastic channels, and you cannot buy these complete assemblies at other auto stores, they are only available at exhorbitant prices through GM dealers, look at he enclosures.

Amazingly, if this is happening in just El Paso, dig deeper, check across the nation, I'm sure you will be amazed at how widespread this problem is, with some horrific consequences. Ever wonder why GM is going down the tubes, look no further, this is symptomatic of GM's problems. If you like I can provide names and phone numbers of the people I dealt with. You may contact me at [REDACTED].

Sincerely

[REDACTED]
[REDACTED] El Paso, TX [REDACTED].

Edison
3/06/06

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).