

Brook Park, Ohio

fax: by appointment

March 14, 2006

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th St. , SW
Washington, DC 20590

Re: 2001 Model Chevrolets

Dear Sirs:

My wife has a 2001 Malibu and I have a 2001 Venture. In December 2005, and just one week apart both vehicles had to undergo significant repairs for the very same problem. There apparently was a head gasket leaking coolant fluid into the oil system and could have ruined the engine if it was ignored. Repairs to both vehicles were very expensive and the cost was at the burden of the customer.

Just this past week, my brother-in-law had to have the very same repair done to his 2001 Venture. Again the expense was entirely at his expense. Apparently this is not an issue exclusively to our family. The automobile dealers have told us that they have had many such repairs on this era of General Motors vehicles.

This is clearly an issue that should lie clearly on the shoulders of General Motors Corporation. They made the vehicles and the pattern is clear that it is not an isolated problem. Why has there not been a recall relating to this particular problem? These types of issues make it difficult for potential customers to return to them to purchase future automobiles. It is outrageous that the customer is forced to pay such an expense for something that is defective and clearly the responsibility of the automaker.

Sincerely yours,

cc:

Stanley Koplan
Dennis Kucinich, U.S. House of Representatives
Michael DeWine, U.S. Senate
George Voinovich, U. S. Senate

Amo-mari
3/23/06



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Brook Park, Ohio

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March 13, 2006

General Motors Corporation
Chevrolet Division
Customer Assistance Center
P.O. Box 33136
Detroit, Michigan 48232-5136

Re: 2001 Model Chevrolets

Dear Sirs:

My wife has a 2001 Malibu and I have a 2001 Venture. On December 21, 2005 my wife took her Malibu to Fairchild Chevrolet in Westlake, Ohio for servicing. She was told by the service department that she had a leak in a head gasket that was causing coolant fluid to leak into the oil system and could ruin the engine if not repaired. The repairs for the regular service plus the repair of the leak was almost \$800.00.

On December 29th, about one week later, I took my Venture to Fairchild for regular servicing. I was also told that my Venture had the very same problem. My bill would have been well over \$1000.00 except that I had an extended warranty that limited my cost to just over \$250.00.

On March 9, 2006 my brother-in-law, who also owns a 2001 Venture, had to have the very same repair done at Serpentine Chevrolet in Wadsworth, Ohio and his bill was over \$1300.00.

Do you see a pattern here? I do not think this is too difficult to follow. Even the dealerships have told us that they have been doing this repair very frequently to these vehicles. Why has there not been a recall relating to this particular problem? These types of issues make it difficult for potential customers to even look at American models when considering buying a new car. When the automobile company takes no responsibility for such a frequent occurrence it becomes even more problematic. It is outrageous that the customer is forced to pay such an expense for something that is defective and clearly the responsibility of the automaker.

I would be keenly interested in your response.

Sincerely yours,

[Redacted]

cc:

Stanley Koplan