

CL-10177500-9308

March 3, 2007

[REDACTED]
[REDACTED]
Poulsbo WA [REDACTED]

General Motors Corp.
Chevrolet Motor Division
Chevrolet Customer Assistance Center
POB 33170
Detroit MI 48232-5170

Dear Sirs:

Re: [REDACTED]
Vin #: IGNEK-13Z14F [REDACTED]
Mileage to date: 43,000

Since my last communication to you, my Tahoe has spontaneously shifted itself into 4 wheel Auto seven (7) times! There were two (2) occurrences in one day about six weeks ago on a Saturday, two(2) occurrences in one day about one week after that, also on a Saturday and then three (3) separate occasions, two of which were on weekend days. On five (5) of these occasions I had initially gone from starting the vehicle in Park to Reverse and then into Drive and noticed that the 4 WD Auto light was on. Today I noticed the 4 WD Auto light on before I had shifted from Park.

This past week I drove over Steven's Pass four times and drove through snow, ice, freezing rain and 22' F. I need to know, and have your absolute assurance, that my vehicle is safe and functioning as well as the best vehicle to come off of the GM assembly line, a vehicle in which you would not hesitate to drive and in which you would take your family.

I know the dogma [from GM, the mechanics etc.]: "if we can't reproduce it, it hasn't happened." I also know that this has happened and that I have serious concerns as to whether or not my vehicle is safe for me to drive all the time, under circumstances which are challenging like the situation I described in the previous paragraph.

I want GM to put it's promises made in advertising and in showrooms to the test and correct this unacceptable situation happening to me and my vehicle. The fact that you may not know what is making this capricious changing from 2 WD to 4 WD happen, and the other situations I have previously addressed, is irrelevant: fix this vehicle or replace the vehicle. Remember Ford's problems with tires? Let's stop short of failure and injury or death with my vehicle's patently unroadworthy behavior.

I look forward to hearing from you with a proactive solution to this unGM-like vehicle.

Yours truly,

[REDACTED]

[REDACTED]

again
Mon 5th Mar/07
NAR
3/19/07
CC