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NVS-200



EMERGENCY

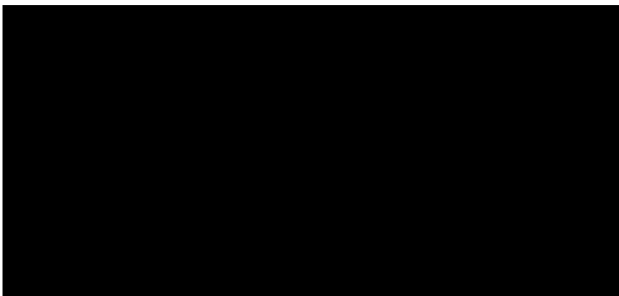
3-18-07

Dear Administrator,

MAR 20 10 09 AM

I am regretfully forwarding you a copy of this letter I have sent to General Motors Corp. The details are clear so therefore, I will not rehash this whole mess to you. I am just attempting to recoup my financial loss due to their manufacturing defect. It is only right that they pay for the towing & technicians time. This is serious matter to me because I or others could have been injured or worse. If it were not for this defect on their part I would not have had to have the car towed or diagnostically tested. Right is right & wrong is wrong. If you set something in motion that causes others possible harm or inconvenience, you are therefore responsible for whatever harm or inconvenience you brought forth upon them. Maybe I'm wrong, but this just isn't proper corporate responsibility & I need some help with this matter.

Thank You,



MAR 20 10 09 AM

C.C Berger & Gottlieb Attorneys At Law

aa  
4/3/07  
CC

3-18-07

Dear Sir/Madam,

I am writing this letter to you because I feel that I am being played for a fool. I do not know what your definition of "Responsibility" is, but it is certainly not based in integrity. I wish to inform you that I will pursue this matter relentlessly. I will become a thorn in someone's side within this multinational corporation. Right is right & wrong is wrong!!!!!!!!!!

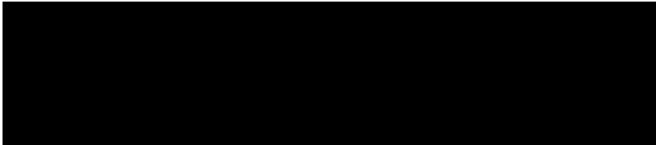
Here is the situation; I own a 1998 Chevrolet Corvette. I have owned corvette's since I was a high school student some 30 years ago. I am a dedicated "Corvette" owner. The manner in which I am being treated is appalling!!!!!! Last August, while pulling out of my friend's driveway in Beacon, New York, the steering column suddenly locked up & I was unable to steer the vehicle. Luckily for me I was only moving at a slow pace. I hit the brakes & stopped before getting to the end of the driveway. I then turned the car off & restarted it, but the steering wheel was still locked. The onboard computer screen read "Steering Column Lock" or something to that effect. I contacted my service repair manager at home to come down & flatbed the vehicle to the shop. The next morning they attempted to correct the problem, but were unable to. The shop manager then contacted G.M & was informed that this a "Recall Issue" and that the vehicle should be transported to the nearest G.M dealer for repair.

The car was promptly picked up by Robert Green Chevrolet in Monticello New York. The problem was resolved at no charge. I then inquired as to who will pay the outstanding bill for the initial towing & the technician's time, when this nightmare began.

I was informed by the G.M dealer to contact G.M customer service & it would be taken care of. I contacted G.M customer service & was sent a "Reimbursement Form". I promptly filled it out & forwarded a copy of the bill, which was now no longer outstanding because I paid cash out of my own pocket to keep my own account with my service center clear. I awaited my reimbursement. I was then contacted by a customer service representative & told over the phone (but according to your letter, "If denied you will receive a letter from General Motors with the reason for denial", I have not received any such letter) & was told that my reimbursement would not be honored. When I asked "Why?" she told me, because I did not have it towed to a G.M dealership when the situation first occurred, what G.M dealership is open in upstate New York at 10pm???? Besides, what in the hell does that have to do with a recall that could have killed me????? It even says on the recall sheet that "A crash could occur without warning!!!!!!!!" Are you people out of your minds????? The car is a 1998 Corvette. There is no longer a manufactures warranty on the car & therefore I have every "God Dam" right to take my car any where I dam well chose.

The fact of the matter is that due to "Your" negligence & manufacturing defect, this problem was set into motion by "You" not me!!!! Therefore, "You" are responsible for any & all corrections of this problem along with any incurred repair expenses due to this matter. That is "Responsibility" and you are not living up to yours in this matter. I had to lay out money for a matter you created? What if I was on the road driving & this occurred causing an accident along with injuries, not only to me, but others or God forbid death? You would have one hell of a lawsuit on your hands, not to mention all the bad press you would get. Once again I will remind you that I am not just going to

just let this go. I will fight you on this by any means necessary!!!!!! I wish to have my money returned plain & simple. It is only right that you pay for the towing & the technician's time spent attempting to clean up your error. To be told "Because you did not take it to a G.M dealer" when it initially became disabled is a bunch of bull\*^% I will accept this as a viable answer. Should I not receive a reply in this matter in a reasonable amount of time I will take this matter up your corporate chain of command until someone decides to make this right. If need be, I will contact my attorney & do everything in my power to bring this blatant disrespect to the light. Right is right & wrong is wrong!!!!!!!!



CC: National Highway Traffic Safety Administration

CC: Berger & Gottlieb Attorneys at Law



**CHEVROLET**

**Customer Assistance Center**

**Chevrolet Division  
General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170**

January 9, 2007

[REDACTED]  
[REDACTED]  
Livington Manor, NY [REDACTED]

**Service Request: 71-458887627  
Customer Relationship Specialist: Julian Mireles**

Dear [REDACTED]

Enclosed is the GM Product Recall Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the electronic column lock system that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-204-0261 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center



**CHEVROLET**

Customer Assistance Center

Chevrolet Division  
General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170

## GENERAL MOTORS PRODUCT RECALL CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this recall condition corrected before April, 2006, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

**If your claim is:**

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

\* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)



# Ford Fusion



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## RECALLS

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### 1998 Chevrolet Corvette coupe

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These recall notices may not apply to all vehicles. Please contact your dealer for more details or contact the National Highway Traffic Safety Administration's Auto Safety hotline at 1-888-DASH-2-DOT (1-888-327-4236).

Campaign Number: 04V050900 Date: 2004-Feb-09

Component: Steering; Column Locking; Anti-theft Device

**Defect Summary:** ON CERTAIN PASSENGER VEHICLES EQUIPPED WITH ELECTRONIC COLUMN LOCK SYSTEMS (ECL), WHEN THE IGNITION SWITCH IS TURNED TO "LOCK," THE ECL SYSTEM PREVENTS TURNING OF THE STEERING SYSTEM. WHEN THE VEHICLE IS STARTED, THE ECL UNLOCKS THE STEERING SYSTEM. THE VEHICLE IS DESIGNED SO THAT IF THE COLUMN FAILS TO UNLOCK WHEN THE VEHICLE IS STARTED AND THE CUSTOMER TRIES TO DRIVE, THE FUEL SUPPLY WILL BE SHUT OFF SO THAT THE VEHICLE CANNOT MOVE WHEN THE VEHICLE CANNOT BE STEERED. IF VOLTAGE AT THE POWERTRAIN CONTROL MODULE IS LOW OR INTERRUPTED, HOWEVER, THE FUEL SHUT OFF MAY NOT OCCUR AND THE VEHICLE CAN BE ACCELERATED WHILE THE STEERING SYSTEM IS LOCKED. ALSO WHEN THE CONTROL SYSTEM SHOWS THAT THE ECL IS UNLOCKED AND THE VEHICLE IS BEING DRIVEN, THE LOCK PIN LOCATION CAN VARY, DEPENDING ON THE LOCATION OF THE LOCK PLATE RELATIVE TO THE SWITCH TRANSITION POINT. THERE COULD THEN BE CONTACT BETWEEN THE LOCK PLATE AND PIN CAUSING THE STEERING TO LOCK WHILE DRIVING.

**Consequence Summary:** IF THIS OCCURS, A CRASH COULD OCCUR WITHOUT WARNING.

**Corrective Summary:** ON VEHICLES EQUIPPED WITH AN AUTOMATIC TRANSMISSION, THE DEALER WILL DISABLE THE STEERING COLUMN LOCK BY REMOVING THE COLUMN LOCK PLATE. WHEN THE IGNITION KEY IS REMOVED, THE TRANSMISSION SHIFTER WILL LOCK BUT THE STEERING COLUMN WILL NOT LOCK. ON VEHICLES EQUIPPED WITH A MANUAL TRANSMISSION, THE DEALER WILL REPROGRAM THE POWERTRAIN CONTROL MODULE, PERFORM A DIMENSIONAL CHECK OF THE COLUMN LOCK AND, IF NECESSARY, REPLACE THE LOCK PLATE. THE STEERING COLUMN ON THESE VEHICLES WILL CONTINUE TO LOCK WHEN THE KEY IS REMOVED. OWNER NOTIFICATION TO OWNERS OF 1997 VEHICLES EQUIPPED WITH AUTOMATIC TRANSMISSIONS BEGAN ON APRIL 28, 2004. OWNERS OF 1998 THROUGH 2004 VEHICLES (EXCEPT 1997-1998 MANUAL TRANSMISSION VEHICLES) WILL BE NOTIFIED BEGINNING ON AUGUST 2, 2004. THE REMAINING OWNERS (1997-1998 MANUAL TRANSMISSION VEHICLES) WILL BE NOTIFIED LATER IN 2004 WHEN PARTS ARE AVAILABLE. OWNERS SHOULD CONTACT CHEVROLET AT 1-800-630-2438.

Campaign Number: 00V111030 Date: 2000-Apr-17

Component: Seat Belts; Front

**Defect Summary:** VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE LAP BELT WEBBING CAN TWIST ALLOWING THE WEBBING TO BECOME JAMMED IN THE RETRACTOR.

**Consequence Summary:** WHEN THE BELT WEBBING BECOMES JAMMED IN THE RETRACTOR, THE SEAT BELT MAY BE UNUSABLE.

**Corrective Summary:** DEALERS WILL INSTALL INSERTS TO THE BELT WEB GUIDE OF EACH LAP BELT RETRACTOR.

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ACT (FOIA), 5 U.S.C. 552(b)(6).