

CL-10202678-3403

2007 SEP -6 AM 11: 27

Westbrook, Me

Mr. Fred Nevells
Mr. Dan Boutin
Quirk Chevrolet
1000 Brighton Avenue
Portland, Maine 04104

Dear Sirs;

This letter is to document our concerns with the new 2007 Chevy Aveo that [REDACTED] and I purchased from Quirk Chevrolet in January 2007. Soon after the obtaining the car we noticed that the passenger airbag indicator light often remained on when [REDACTED] occupied the passenger seat. (During the winter/spring most of the Aveo's usage was by only one of us). The airbag light indicated that the passenger side airbag was not activated (the light reads "passenger air bag off"). This summer with frequent usage of the Aveo by [REDACTED] and me we became very concerned with the airbag light remaining on and notified Quirk Chevrolet service department of this issue. At the time of the July service appointment we requested to have this issue fixed. At the conclusion of the July service call the Quirk service staff relayed this information to [REDACTED]. First, the service department was unable to recreate the "light on" situation, but had contacted Chevrolet about the issue. Chevrolet replied to Quirk that the airbag passenger light was not an accurate indicator of the airbag's activation status - the airbag was active even when the light was on and would deploy in case of an accident. This was not intuitive and [REDACTED] attempted to obtain a further explanation / understanding of the reason the airbag indicator light remained on while she occupied the passenger seat. Finally, after being told repeatedly that there was no issue and that the airbag was active, [REDACTED] had the service department note this information on the Quirk service department invoice.

In July we used the car for a longer trip, during this time the airbag light remained on whenever [REDACTED] occupied the passenger seat; this caused much concern. After the trip a Chevrolet service follow-up form was received and we contacted Chevrolet directly regarding the airbag issue. Chevrolet forwarded the concern back to Quirk Chevrolet; the service manager held additional conversations with Chevrolet. In a following meeting with [REDACTED] and me on August 17th the manager now explained that when the passenger airbag light is on, the airbag is not activated and the passenger airbag will not deploy if an accident occurs. [REDACTED] and I again asked Quirk Chevrolet to correct this unsafe condition and safety issue. Quirk Chevrolet stated that from what they had learned in discussions held with Chevrolet, that the issue could not, at the present time, be corrected or resolved. The issue is with the sensor in the passenger seat; the sensor does not consistently recognize when an adult of [REDACTED] weight range (110 - 115 pounds) occupies the passenger seat. Replacing the sensor would not correct the problem as it is a design issue with the sensors. Quirk also stated that Chevrolet is working on designing a new sensor system and that the time frame for completion of this system was uncertain, it could be anywhere from two to twelve months.

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Quirk Chevrolet then stated that this is an issue that must be corrected through Chevrolet; so to discuss our concerns we asked for a meeting with the regional Chevrolet representative. In a conversation with Dan, the service manager of Quirk Chevrolet (today, August 22nd) we were told that the meeting with Chevrolet had not arranged, but that Chevrolet is further along in the development of the replacement sensor than originally stated. We were asked to please allow Chevrolet until the end of September (2007) to rectify the issue; replacing of the current airbag sensor with a sensor that accurately identifies when a passenger of [REDACTED] weight occupies the passenger seat.

We are still very concerned over this safety issue, but are willing to provide Chevrolet until the end of September (2007) to correct the airbag issue. We feel that we are being more than fair to Chevrolet, and Quirk Chevrolet, and will have given them ample time and opportunity to correct this issue. This does, of course, cause difficulty for us as we will not have the use of our car for two people for another month. We sincerely hope and expect that by September 30, 2007 the sensor problem is effectively corrected. We do wish to think that this is just a delay and that near the end of September we will not be asked again for additional time. Another extension is not acceptable and will not occur; if this issue is not resolved we will be contacting Quirk Chevrolet and Chevrolet. In addition, we would then obtain assistance to bring this matter to a satisfactory and quick resolution.

Sincerely,

[REDACTED]
[REDACTED]

CC: Attorney General's Consumer
Information and Mediation Service
6 State House Station
Augusta, Maine 04333

Vehicle Safety Hotline
NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

To Whom it concerns-
We wanted to make you
aware of a safety issue
we are currently attempting
to resolve regarding a car
we bought. As stated in
The letter, we are hopeful
it will be taken care of by
the manufacturer, but wanted
to copy you in in case we
need to seek further
assistance in resolving.
[REDACTED]