

CL-10208312-9197

STANDARD BUSINESS REPLY

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POSTAGE WILL BE PAID BY ADDRESSEE

Dear Sirs,

This is a copy of a letter that we have sent to General Motors corporation. We have been dealing with this problem since we bought the car.

We feel that we need to also alert you to the problem.

Thank you,



NM
11/10/07
KB

10-11-07

Dear Sirs,

We have owned Chevrolet products for over 40 years. Our last vehicle is a 2004 Chevrolet Cavalier. We have had an ongoing problem with this vehicle since we bought it. We thought the problem had been fixed last year. Now we are experiencing the same problem again. When we go on trips over 100 miles long, the "trac off" light comes on, followed by the rpms going up, followed by the "check engine" light coming on, and it then used excess oil. Depending on how long the lights are on, it has used up to a quart - a quart ½. It doesn't use oil unless the lights are on.

The last time this happened we were told that it had to be on in order for the dealership to find the problem. We have spent more time sitting and running the car ourselves so that the light is on than the dealership. We were told that there would be a history code in the computer that would tell them what was wrong.

When I took it to the dealership this morning, I was told that the code was for something else. It was injector problems, but when they checked them there was nothing wrong with them. Obviously there is something wrong with the sensor (they say no), otherwise it wouldn't come on for no reason.

We are worried about taking it on long trips. I was told at the dealership that we could run it with the lights on, as long as we kept track of the oil level. We shouldn't have to do this. It's under warranty right now. What happens when it's no longer covered.

You have our records from the previous occurrences. We have taken too much time off from work to duplicate this. We did two times already. It's not in our nature to run it on low oil. This is a dangerous situation on busy highways. We need to have this problem fixed.

The dealership we have been going to is Hoffman Chevrolet in Hagerstown, Md. They don't seem to know what to do. Surely Gm's engineering dept has some ideas, other than not using 89 octane, which is what the representative told us the last time. When you check the manual it says 87 or higher.

We would like to remain GM owners, but this is becoming ridiculous. The information for the car is as follows:

Vin # - 1G1JF12F447 [REDACTED]

mileage - 23838

delivery date -31-May-04

We hope to hear from you as soon as possible with some kind of resolution. We would like to travel to see our son at the beginning of Nov. And right now we do not feel safe.

Waiting to hear from you,

[REDACTED]
Hagerstown, Md. [REDACTED]
[REDACTED]