

2007 DEC 28 AM 7:46

CL-10213888-6411

October 24, 2007

Sherrod Vans
Attn: Mr. Sherrod
3151 Industrial Blvd.
Waycross, GA 31503

NHTSA
WASHINGTON, DC 20590
2007 DEC 14 A 9:10
OFFICE OF CHIEF
COUNSEL

RE: 2005 GMC SAVANA CUSTOM VAN SHERROD CONVERSION VANS
STOCK NUMBER: F40966
VIN NUMBER: 1GDFG15T651

Dear Mr. Sherrod:

I still have not received a response from you in regards to my previous correspondence to you. I was hoping to be able to resolve this situation reasonably on our own without having to retain attorneys.

I have experienced a tremendous amount of problems with the van since I purchased it from you. Due to the problems with the tire blow outs, I will be grounding the van as it is not safe for my family to travel in. As I've not heard from you, I feel I have no choice but to inform the National Highway Traffic Safety Administration of the serious issues I have encountered with the van.

I hope to hear from you on this matter immediately so that we can resolve this issue. You can reach me at [REDACTED]

Sincerely,

[REDACTED]

cc: National Highway Traffic Safety Administration
Department of Transportation/Office of General Counsel
400 7th Street, S.W.
Washington, DC 20590

"Building the Future Today"

P.O. Box 55289 • Lexington, KY 40555 • 859.977.0820 office • 859.977.0821 fax

AA
12/28/07
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October 10, 2007

Sherrod Vans
Attn: Mr. Sherrod
3151 Industrial Blvd.
Waycross, GA 31503

SENT VIA CERTIFIED MAIL

**RE: 2005 GMC SAVANA CUSTOM VAN SHERROD CONVERSION VANS
STOCK NUMBER: F40966
VIN NUMBER: 1GDFG15T651**

Dear Mr. Sherrod:

We have exhausted all means in trying to work with you all in the bad deal with the van we purchased in September of 2004. We've had numerous problems with the electronics, the wheels, the paint peeling, and I could go on.

This van is a lemon and unsafe for me and my family to drive. The issue with the tire blowing out three times in the same exact tire location is without a doubt an unsafe vehicle. I feel I've been left with no choice but to talk with GMAC and the Safety Commission and make this a public affair and issue. You all have had significant employee change since we made our purchase and every time we have an issue we're talking with a different person. We paid retail price for this van and were excited about the beauty and quality we thought we were getting. However, this has not been the case. Although there's been some efforts in trying to resolve our problems it's not rendered our issue.

It has been recommended by GMC employees that the low profile tires are not a good match for this van. Why would you sell the van to us this way when it could result in the loss of life? Mr. Sherrod, you are the owner of this company and should be 100% responsible for the errors and omissions made by your company. As I am the sole owner of my company when there is failure with my employees I must take total responsibility.

If I don't hear some positive results from Sherrod and GMC, I'll immediately contact Product Consumer Safety, Florida Safety Division, and the Licensing Division and make them aware of the horrible experience I've had with this van. As many people as we have had look at the van they don't understand why the exact same tire location has blown three times. The vehicle has been at Jeff Sachs Auto Park for them to replace the tire and for their review and no one seems to be able to come up with the answer to the tire blow out problems. This van should be recalled and replaced with a new one or a reasonable refund.

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I have grounded the van as I feel it is unsafe to be driven. I am awaiting a quick response to resolve this issue. I trust this won't have to go to the next level in needing to retain attorney's to fight this in court, which I'm confident we would prevail. We can settle this in a reasonable and responsible manner. You can reach me by telephone at [REDACTED]

Sincerely,

[REDACTED]

cc: Jeff Sachs Auto Park
Attn: Jeff Montgomery
P.O. Box 1098
Frankfort, KY 40602

[REDACTED]

September 7, 2007

GMC/Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

and

Sherrod Vans
3151 Industrial Blvd.
Waycross, GA 31503

SENT VIA CERTIFIED MAIL

**RE: 2005 GMC SAVANA CUSTOM VAN SHERROD CONVERSION VAN
STOCK NUMBER: F40966
VIN NUMBER: 1GDFG15T651 [REDACTED]**

To Whom It May Concern:

I am the owner of the above mentioned 2005 GMC Savanna custom van that was purchased from Sherrod Vans that has a very serious issue that I believe to be defective. We have experienced three tire blow outs all in less than a year's time. It is the same tire, which is the back passenger tire that has blown every time. We have had the tires rotated and it is always the same back passenger tire to blow which leads me to believe there is an issue that needs to be corrected.

Our first incident was in October or November of 2006, then our second blow out was in February of 2007 at 5:00 a.m., and our most recent blow out was August 4, 2007. All of these instances have been while doing interstate driving. The van has low mileage at 35,607 miles. At the time of these incidents, the van had not been overloaded to be any factor of the blow outs. This has not been a tire problem; I believe it to be a chassis problem. I believe this to be an after market failure that needs addressed immediately and that the van is a lemon and should be recalled.

We have been very fortunate in the fact that we have had no lives lost or critical injuries in these three instances. Two out of the three instances the driver has lost control of the van, but luckily been able to recover control. I will no longer put my family in danger and will be grounding the van immediately.

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With this now having happened three times in less than a year, I strongly believe the van is defective. I am writing this letter from the advise of my attorney to put my concerns in writing and to put you on notice that I expect immediate action taken in finding the resolution to this problem as I do feel it's a defect with the vehicle. I do wish to hear from you ASAP to discuss this matter further. I feel that if I do not hear a response then I will have no choice but to contact the Consumer Product Safety Commission.

I can be contacted at [REDACTED] to discuss this very serious matter further.

Sincerely,

[REDACTED]

cc: U.S. Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814

Attorney Bruce Simpson