

10215013-9685

██████████ AM 11:02
Traverse City, MI ██████████
May 27, 2008

GM Customer Service
Chevrolet Motor Division
Chevrolet Customer Assistance Ctr.
P.O. Box 33170
Detroit, MI 48232-5170

✓ Ronald B. Fields, Chief
NHTSA
1200 New Jersey Avenue SE
Washington, DC 20590

RE: 2005 Chevrolet Equinox Steering Safety Issue
And Lack of Follow Thru w/repairs that first occurred under warranty
File No. _____
NVS-216 et
Ref. No. 10215013

As I had mentioned previously, I did not want to take my car in again unless I was guaranteed it would not cost me any more money (since I was out \$800) and that it would be fixed, rather than making things worse. Remember the last time repair was done, I showed one of the managers immediately before I left the lot that it was not fixed.

Since I did not get that assurance, rather it was, "Well, you would have to take it again to see if it is the same thing." I think that comment came from GM Assistance, but it might have come from the dealership.

What ended up happening was that we drove it to Arizona, where the car, three different distinct times, chose to have all the lights come on at once WHILE WE WERE DRIVING. Of course, we were resigned to the fact that we might not make it back home. Also, during that Arizona time, my husband could not get the key back into the ignition. When I told him he just needed to straighten out the wheels, he commented that it was impossible to do that once the car was off. I proceeded to show him that was not true; that I had been doing that for a long time, not knowing that a car was not supposed to do that. In fact, I also had routinely tried to remember not to park with the wheels turned as I knew that would happen.

The car continued to lose its power steering especially when first starting up. The day I traded it in I thought I was going to be hit by a car as I tried to pull out without power steering. Twice that day it took me 3-4 times of putting it in park and then trying again to regain the steering, just as it had done under warranty for which I took it in many times, although my records do not show as such, since each time they couldn't find anything wrong until way down the line when the computer finally showed something.

Added to
NHTSA
5/27/08
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So my "case" can be closed. Amazingly I bought another Chevrolet from the same dealer as I just couldn't bring myself to sell it outright to someone else when evidently there was not a way to repair this. The car was perfect in every other way.

With Sincerity,

