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January 24, 2008

2008 FEB -8 AM 9:12

Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

RE: Faulty Odometer on '03 Suburban

To whom it may concern:

The purpose of this letter is to inform of my lack of satisfaction to remedy the faulty odometer on my 2003 Chevrolet Suburban.

For over 3 years now, I have had intermittent trouble with my speedometer. Had I had the extra money for a pair, it would have been fixed a long time ago. At any rate, I received a letter regarding a voluntary repair for this defective part only to find that to my dissatisfaction that my vehicle will NOT be included in this repair because it is over 70,000 miles. Not one vehicle in this notice has been in service 7 years (as the notice states!) as we are only in 2008. However, I am curious what person drives only 17,500 miles per year. I imagine very few!

So while you have done your part in generating an official notice that there is indeed a problem...you should have just gone ahead and made a statement that you plan to do absolutely nothing about it. I do realize that you are offering reimbursement for those who have already had this problem repaired; however, as I stated above, I have not had the extra money to do such and doesn't impair the running of my vehicle.

I'm completely shocked & appalled that Chevrolet would even generate such a ridiculous letter that clearly shows that you have no intent to truly remedy this problem. It is my guess that the majority of your 2003 Chevrolet Suburban owners are still without any assistance for this repair by your strict ruling.

Our family purchased 2 Chevrolet vehicles within the same year (Suburban & Tahoe), I can tell you that when the time comes to purchase yet again this year, we won't be considering a Chevrolet. We are completely dissatisfied with this "not a recall" letter.


Elysian Fields, TX 


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