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[REDACTED]  
AZLE, TEXAS [REDACTED]

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May 5, 2008

Mr. Scott Lawson  
General Director,  
Customer and Relationship Services  
General Motors - Chevrolet  
100 Renaissance Center  
P.O. Box 100  
Detroit, Michigan 48265-1000

Re: Safety Recall 05068  
2002 Chevrolet Suburban  
VIN 3GNFK16Z52C [REDACTED]

Dear Mr. Lawson,

As per your Safety Recall Notice dated March 2008, I recently called my local Chevrolet dealer to arrange a service appointment to deal with "a condition permitting corrosion to occur between the front hub/bearing assembly and the wheel speed sensor" of my 2002 Chevrolet Suburban.

A representative of the Service Department at Jerry's Chevrolet in Weatherford, Texas advised me that my vehicle had already been cleared since this recall was only for vehicles being operated in Northern and Northeastern States. That being the case I have to wonder why you bothered to even send me a Safety Recall Notice.

I have to admit I find it unsettling to be notified that my vehicle may be at risk only to have the problems summarily dismissed by my dealer without even taking time to examine my vehicle. This is hardly the way to build confidence in Chevrolet automobiles, the General Motors Corporation or my local dealership.

Per your further instructions, I am sharing my disappointment with the way this matter has been handled with the Administrator of the National Highway Safety Administration.

Respectfully,

[REDACTED]

cc: → Administrator,  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

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

Jerry's Chevrolet  
3118 Fort Worth Highway  
Weatherford, Texas 76086

RAA  
05/14/08  
10:31  
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