

9/18/08 CL-10240699-7851

2008 OCT 16 PM 4:17

2004 Vibe – Window Safety Recall Campaign Issue,
VIN - 5Y2SL64894Z [REDACTED] (2nd Letter)

**NOTE: "All WINDOWS worked excellently" before Jim Causley
Pontiac GMC in Clinton Twp. Mi. performed campaign.
Reference last GM Customer Assistance Case 71-63703635**

Vehicle has been taken back "4 times" now since campaign for the loud, intermittent bang noise – both Tim L. and C. Rivarrd at Causley have heard the noise several times in the past. Noise was even transmitted via cell phone to Tim one time during June and July 08.

Note: Passenger window works fine – no issues to date. Issue is only with "driver's window", which needs to be fixed right as this will be the 5th time back to Causley GMC, since the campaign was performed.

Tim L. at Causley contacted again on 9/217/08, as driver's window is again making noises for the 5th time, sometimes on the way up and sometimes on the way down – intermittently. Noise is sometimes a grinding/growl and others "one big bang" noise, as the window nears the bottom of its travel going down or begins to start upward.

Tim did asked to have the vehicle brought in again and writer agreed to return vehicle for "the 5th time" on 9/23/08. Obviously replacement of the "door check-link" was not the root cause. Vehicle will be at Causley GMC again on 9/23/08 at 7:00 A.M. as promised and can be left for the entire day.

GM Technical Support was contacted again (Mr. Turner this time) on 9/17/08 and case remains open "I hope" as issue needs to be addressed. Writer has repeatedly requested driver's entire window regulator, including entire mechanism be replaced. Again, issue started within one week after Causley performed "Safety Recall Campaign". All windows worked "perfectly" until the campaign was performed.

Mc
4:17
10/16/08
NJ

Folks, I am also becoming a little sick over the "blame game" you folks are starting to play, Causley GMC blaming GM, GM blaming Causley GMC, Causley GMC saying the noise is non-related to the campaign, etc. etc. etc. The vehicle was "PERFECT" until the campaign was performed on the defective window bolts. In fact, it never even ever had a warranty claim ever filed against it and we were "extremely" satisfied customers. Now, we are extremely dissatisfied customers, as it has cost us "hundreds of dollars" in lost time from work, etc. running this vehicle back and forth to the Causley GMC, all these times (will soon be the 5th).

If I had known this mess was going to happen, I would of never let "anyone" touch the vehicle, but it was "a safety recall", now we have a bigger, intermittent safety issue.

How do I get my vehicle fixed, as one of these times the entire drivers window is going to "blow out", as the noise sounds like "a 12 gage shot gun" going off "when it occurs". The loud noise just scares the hell out of you, "especially if you are driving" and not expecting it. I consider this a real safety hazard, especially when it scares you to death. Both the Service Manager (Jim Rivard) and Service Writer (Tim) have heard the noise several times in the past, thus they know what it sounds like. Heck, it was so loud one time, it rattled the entire service write-up area at Causley's.

[REDACTED]

Clinton Twp. Mi. [REDACTED]

Phone [REDACTED]

cc

Mike Causley – Causley GMC, Phone No. 586 465 8465

GM Technical Assistance – Glenn Manning, Phone No. 866 790 5600,
ext. 32060

GM Area Rep - TBD

✓ NHTSA – Atten: Frank S. Borris, II, Acting Chief,

NHTSA Agency Case No. 100148, Phone No. 888-327-4236

Letter to File