

March 10, 2009

2009 MAR 19 PM 4: 29

CL-10263369-6028

Mt. Juliet TN

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

To whom it may concern,

I purchased a 2002 Alero, VIN #1G3NK52F62C [REDACTED] and I have recently begun having problems with the turning signal/ hazard module in my vehicle. The signal lamps have become intermittent or completely inoperable not allowing me to signal my intent to turn, which could in turn be very dangerous if not deadly. I have contacted a local GM dealer and was told the repair would cost \$150.00. I further investigated the issue and found out that this was also an issue in several other makes and models from 1999-2001 in Oldsmobile vehicles and there was a recall (Recall # 03V327000). I also discovered GM sent letters to owners starting December 30, 2004 in January 2006, to update the special policy to include 2002 Alero, Grand Am and Malibu vehicles not covered under recall 03V-327. The policy was to cover the turn signal/hazard flasher failure for a period of 10 years or 150,000 miles (whichever occurs first) to provide a no cost replacement of the hazard switch. (Recall PE05055)

The intent of this letter is to establish why I was never notified of the recall and why my vehicle that is clearly having this issue is not covered and to determine why I am having to correct this clear safety concern at my expense. When I contacted the reimbursement # and spoke with the representative, she stated said there is no recall that that VIN qualifies for and that it would be my expense at a local dealer. I contacted Wilson County Automotive, 1506 W Main St, Lebanon, TN - 37087 (615-444-8370) at the number provided by the representative and told them of the issue. The gentleman that I spoke with also told me that my vehicle was not part of the recall and gave me the above price of \$150.00 however he also stated that there was a current recall on my vehicle for another issue.

My concern is how many recalls have there been on my vehicle that I have not been aware of? Names of vehicle owners are obtained from State motor vehicle offices and the determination of ownership is determined by the vehicles state registration. As the owner, I should have been notified within a reasonable time after the determination of a safety defect or recall.

The issue is that a safety problem clearly exists, I am not or have become ineligible for the replacement at no charge, and now I must endure the expense. Also, I still have not been notified of current recall and if the current issue was not present, I would not be aware of this matter also. I hope that this is something that can be remedied fairly. My position is that no notification was ever sent regular mail, first class mail, or even over the telephone and my safety is at undoubtedly at risk because of an apparent flawed part created by the car manufacturer and that it should be covered.

Sincerely,

[REDACTED]

MC
5/19/09
NJ