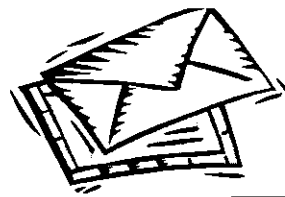


NHTSA ccmMercury Routing Slip



CL-10302708-1972

Printed: 1/19/2010

NHTSA #: ES10-000373
XREF #:
Delivery: S10 E-MAIL

Rec'd Date: 1/19/2010
Doc Type: S10
Address To:

Referred By: NPO-011
Doc Date: 5/1/2009
Due Date:

S10 #: S10-100113-021

DOT/I #:

RMP #:

**Subject: S10 APPROPRIATE HANDLING - LETTER TO THE PRESIDENT FROM [REDACTED]
ENCLOSING A LETTER WRITTEN TO GM RE SATURN VEHICLES**

Ack Date:
Sign Office: ENFORCEMENT
Cleared Date:
File Loc:
Added By: BMILLINGS x65470

Ack By:
Signature: NRN
Cleared By:
XREF File:
Modified By:
BERNADETTE.MILLINGS

Signed For:
Cleared For:
Closed Date: 1/19/2010

Most Recent Comment:

Author:

[REDACTED]

[REDACTED]

CLIFTON, NJ [REDACTED]
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	1/19/2010		1/19/2010

RECEIVED-NHTSA
2010 JAN 20 A 11: 24
EXECUTIVE DIRECTOR

2010 JAN 21 PM 4: 04

MC
1/21/10
RW

DOT
9/23/09

Clifton, New Jersey
May 1, 2009

President Barack Obama
The White House
1600 Pennsylvania Avenue
Washington, District of Columbia 20500

Re: General Motors

Dear President Obama:

Let me start off by saying I didn't vote for you. I didn't agree and still don't with many of your positions on abortion and am not overly thrilled about government spending however, I must honestly admit that listening to you I am very much impressed that you are a good and decent American gentleman with the best intentions in the world and I pray daily for your continued success regardless of our differences in opinion.

I write to you knowing that occasionally a letter actually makes it to your desk and you do read them. I hoping, although not expecting, this letter makes it through to you.

If what I understand is correct you and I and every other tax paying American is now a stockholder in General Motors albeit reluctant ones. I have today written a letter to President Fredrick Henderson of General Motors. Although it's a bit long I think you'll agree that this is a good example of how a company should not treat its good customers.

Please continue to be open and forthright with your fellow Americans and I promise to continue to keep you and your family in my prayers.

Sincerely,

[Redacted signature]

[REDACTED]
Clifton, New Jersey [REDACTED]
May 1, 2009

Mr. Fredrick A. Henderson President and
Chief Executive Officer
General Motors Corporation
Post Office Box 33170
Detroit, Michigan 48232-5170

Re: Loss of a Loyal Customer

Dear Mr. Henderson:

I have purchased two Saturn automobiles since 1993, a 1993 SC2 and a 2005 L-300. Up until this past week I have told everyone I've met about how wonderful Saturn's are. I know of at least one case, and I suspect there are more, where an individual purchased a Saturn because of my recommendation. It is with great regret therefore that I inform you that I will no longer be purchasing Saturn's or any other GM vehicle in the future.

Enclosed with this brief letter is a nightmare scenario of a sub-standard repair and an unwieldy customer service support system. While it will have no effect on me personally I'm hopeful that after looking into it an improvement will result for future GM vehicle owners. Needless to say sir, these are the types of situations that drive people away from US manufactured cars into the arms of foreign competitors.

Sincerely,

[REDACTED]

Saturn L-300 Repair performed 1/27/2009

1 – On or about the last week of January 2009 my L-300 check engine light came on. Incorrectly thinking this light could only be diagnosed by a Saturn dealer I brought it to the nearest Saturn dealer in my area (about 4 miles from my house). I also asked a few other minor repairs be performed. The Service Manager contacted me and told me the problem was that the fuel filler pipe needed to be replaced for about \$400. I gave him the OK to perform the repair. When testing the vehicle he also told me there was a shimmy in the front which was caused by a bent wheel on the left side. I had never noticed this however, I admitted that the left front tire routinely lost air pressure and I had to repeatedly fill it up. Even though the replacement wheel was over \$500 I approved its replacement also.

2- When I pick up the vehicle everything appeared to be normal.

3 – Sometime after number one I had cause to visit my local mechanic regarding my 1993 Jeep and I discussed my recent visit to Saturn for the check engine light. He then informed me that he too could diagnose check engine lights and I thought that was good to know. My local mechanic has been maintaining my vehicles for years, has my total trust, stand behind everything he does and is within walking distance from my home. He even rebuilt an entire engine for one of my cars several years ago.

4 – 3 or 4 weeks after the Saturn Repair the check engine light came on again. This time for convenience sake I took it to my local mechanic for diagnosis. I assumed that it had come on for a different reason. He indicated that it was the same code for the filler area and then took a quick look at it. He noted that the filler cap was not sealing correctly. He showed me how it continued to spin around and if it didn't "catch right" you could remove it without turning and ordered a new after market (\$13.00) gas cap for me. The next day it arrived and I removed the old cap and I personally replaced it with the new one without any difficulty. He had reset the light the previous day and told me if it came on again to bring it to him.

5 – 3 or 4 weeks later the light came on again and I immediately brought it back to my mechanic for diagnosis. After leaving it overnight he advised me that the filler pipe needed to be replaced. Needless to say I was unhappy and immediately brought it back to the Saturn Dealer who had originally done the repair. I showed the Service manager the receipt and told him the full story. He sent a man out to check it who confirmed that the light was for the filler pipe. He also told me that often the gas attendant doesn't tighten the cap enough and that could cause the light to come on. He reset the light and suggested that when I go to the gas station I personally make sure the cap is tightened to 3 clicks. He also gave me a free car wash. He said if it happened again to bring it back.

6 – For the next several (3 – 4) weeks I religiously checked each time the cap was replaced after a fill-up. In at least 3 of the cases I personally put the cap back on myself. True to form in about another 3 – 4 weeks the light came back on. I returned it to the same Saturn Dealer. This time he says the filler pipe is cracked and it needs to be

replaced AGAIN. He says he doesn't know how it happened it was fine when it left the shop but it wasn't his fault. Needless to say I'm not happy but he tells me he'll check with Saturn and see if they will fix it under warrantee or some other arrangement. I agree to wait.

7 - After about two weeks (April 27) I get an automated call from the dealership asking if I'm satisfied with the service. I go and see the Service Manager who apologizes for the call and tells me he checked and Saturn won't fix it. He suggests I call an 800 number and talk to Customer Service and perhaps they will do something for me as a loyal customer. He's very nice and gives me his card and the number to call.

8- I call customer service and talk with a lady named Ashley who is most pleasant and very nice and asks me a lot of questions. She eventually tells me that my case is being referred to a District Manager (I think) and that I should hear back from them in 24 - 48 hours.

9 - The district Manager a person named Mike Corts (???) (800-790-5600 ext. 32605) and I play telephone tag for two days. At one point my wife answers the phone and he won't talk to her about the situation. Finally yesterday (April 30) we make contact. He again asks me to explain the situation (this is only about the 4th or 5th time I've done it) and after this long story proceeds to tell me (effectively) since I bought an after market gas cap that the warrantee is voided. After an extended conversation I get very angry as he has dug his heels in and is refusing to make any concession. I suggest that perhaps we can split the cost...sorry NO DEAL! I'm at fault, I'm the a bad guy, I or my mechanic broke the filler cap. Saturn mechanics are perfect, never make an error in an installation and there are never defective parts. I tired to tell him the scenario is the same every 3 to 4 weeks right from the beginning and that if I had even an inkling that the light was caused by the same problem I would most certainly have returned it to the dealer immediately. Still no dice no accommodation, nothing nada! I probably yelled at him and said a few things I should not have and for that I sincerely apologize.

My frustration is now complete. The part was never put in correctly in the first place or was defective but me the poor (unemployed for two years) customer has to pay twice for the same repair. Needless to say it won't be repaired by a Saturn Dealer.

I'm also enclosing a copy of the repair invoice and your customer service indicates that you record all calls so you should be able to verify and validate all of this.

It's really sad how poorly GM is now treating its customers; I'm sure Nissan will be glad to have me as a customer.

Clifton, N.J.

DVD P&DC
KEARNY NJ 070
OCT 14 2008 PM 7 17



President Barack Obama
The White House
1600 Pennsylvania Ave.
Washington, D.C. 20500

20500+0003



