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[REDACTED]
Benton, KY
[REDACTED]
[REDACTED]
[REDACTED]

September 8, 2008

Mr. Rick Wagoner, CEO
General Motors Chairman
General Motors Corporation
PO Box 33170
Detroit, MI 48232-5170

Honorable Jack Conway
Office of the Attorney General Counsel
700 Capitol Avenue, Suite 118
Frankfort, KY 40601

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Re: 2002 Chevrolet Impala VIN # 261WH55K929 [REDACTED]

Dear Gentlemen:

I am writing again related to the above referenced defective vehicle. I have been unsuccessful in my repeated requests for assistance from General Motors regarding this matter and have been left with no alternative but to trade-in this defective vehicle because of my safety concerns. I not only did not have the funds available to repair the defective Impala but was certainly not in a good position to trade and once again have payments on a new vehicle. My defective Impala only had 78,000 miles on it and had already sustained over \$2000 dollars in repairs not to mention the time spent dealing with the defective vehicle and

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those costs associated therewith along with the fact that the defective vehicle was still unrepaired.

When I first attempted to obtain help from General Motors, all I wanted was for the defective vehicle to be repaired at no additional cost to me. I was told the only thing that could be done was to take the defective vehicle to the dealership in Benton, KY, at my own expense, and let them evaluate the problem. This was of course after that dealership installed a new body control module and supposedly programmed that module. On July 11, 2008 I once again had the defective automobile in the Benton, KY dealership to reset the low tire pressure light and the check engine light (the only light that was consistently on) because the new computer did not allow me to reset the light through the radio (something I was previously able to do before the GM dealership replaced the body control module). Obviously, GM has created a great racket. They replace parts without completing the work and they have check engine lights that won't stay off so you are constantly having the vehicle checked just in case it is not a defective light and there really is something wrong. The check engine light stayed off twelve miles the last time it was reset by the GM dealership. I was repeatedly told the only thing I could do was to take the defective vehicle back to GM at my own expense for them to reevaluate the problem. There is not a dealership in Frankfort, KY. The nearest dealership is 20-25 miles away in Versailles, Kentucky. That dealership has no shuttle service or loaner program and I could not afford a rental on top of more repair costs. The service manager told me it could take 3 hours to 3 weeks to evaluate the problems with my defective vehicle. First he evaluated the tire pressure light without ever seeing the defective vehicle. I have been treated at both GM dealerships like I am just a dumb woman who does not know anything about my defective vehicle. I have been dealing with this defective vehicle for 4 of the 6 years I owned it. My last conversation with GM customer service was the same old thing. Take it to the Versailles dealership at my own expense and get my own rental for them to evaluate the car. Then we could talk about any reimbursement. I could not afford any additional expense and then receive vouchers to buy another GM product. Wow, what a deal.

This defective automobile had to have the entire breaking system replaced only 2 years after the purchase of this vehicle. The rotors actually cracked on all four wheels. On Tuesday, September 2, 2008 while driving to Frankfort, the blinkers would only work if the air conditioner was off and the radio would only work if the blinkers were off and when going up hills, the defective vehicle would only accelerate to a speed of 10-15 mph. I almost got run over on the parkways several times, not to mention the lack of use of the blinkers. I was unable to pick up my grandson from Nashville for fear of breaking down on the highway or the possibility of an electrical fire and not being able to get him out of the car.

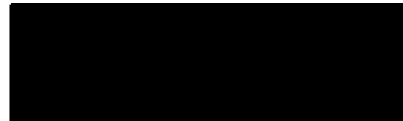
I am outraged that GM would not stand behind their defective product especially when safety was at issue. This was my tenth GM vehicle. There are

many cases on the internet of the same problems with this model. I certainly hope that NHTSA will look into these safety issues before someone is seriously injured or killed. Obviously, GM just waited me out until I had to do something on my own. What a disgrace. I am not only out the initial cost of the vehicle (which was very significant) but the cost of the repairs, the stress of driving the defective vehicle and insecurity of never knowing what was going to arise and now the cost of purchasing a new vehicle when it certainly should not have been necessary.

I intend to continue my efforts in making GM reimburse me for my costly expenses and the possibility of a recall of this defective model. I want to reiterate to GM that all I wanted was for them to stand up and repair their defective vehicle but they have left me no other alternative but to push this forward and I intend to continue my efforts until GM steps up to the plate. They already admitted to me that there was a problem (these conversations were recorded by GM).

I worry about the next owner of the defective vehicle but I did not have the financial means to keep the car. I was upfront with the dealership but realize I have no control over where that vehicle goes. Please don't let anyone get injured or killed by this product.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.