

NVS-200

CL-10319 797 - 6700

BBB of Detroit & Eastern Michigan

I am writing in reference to MY RECENT discovery that GM has defective dash clusters ('instrument clusters') for GM models 2003-2007 "light pick-ups and sport utility vehicles", and reading all the other GM customer complaints as to this issue, it is asinine to not pursue proper instrument cluster correction to all affected vehicles, especially since it is **inevitable that it will be an issue now or in the future**. Hence, it shouldn't be corrected just for those who have had an issue prior to the bogus 'warranty', as my 2003 Tahoe had 80,000 on it by 2005, way beyond the minuscule window of opportunity for anyone to have this issue [now] corrected! If I hadn't been driving in a snow storm this past week when my speedometer started to read 70mph, I wouldn't have realized *it wasn't ME!* GM has made their decision to this situation, and I am writing to you because I do not agree.

With my current research of all the persons with this said issue, though some want to say if all the car makers were forced to correct the defects that vehicles would be beyond affordable purchasing, I do not concur. Now with the admittance of Toyota ignoring such a serious issue as uncontrollable acceleration, **what is the difference between this situation and looking down at your speedometer and seeing that you are going 100mph without wanting to make a reaction that could be life threatening?** Including and not limited to, looking down that the oil pressure is nil which if the vehicle is not shut-down by the operator can cause the engine to seize?

Recently I needed to replace my water pump in my 2003 Chevrolet Tahoe, and at 134000 miles, this was no surprise and is not the basis of this dash cluster issue. **What is the issue of this dash cluster issue is the fact I am required to pay for an item that should never had fault, whether my mileage is 20,000 or 200,000+, as I have been a prior GM customer for decades, as well as my family members.**

I WAS NEVER TOLD ABOUT THIS DASH CLUSTER RECALL, FURTHER MY VEHICLE WAS OVER THE WARRANTY AMOUNT BY THE TIME THIS RECALL WAS MADE--and now it's my fault? **NO because the dash cluster was faulty to begin with, at any amount of mileage!**

We buy our vehicles with company's that we trust and company's that we believe are in our best interest, and for company's now to cover-up, limit warranty and make silent issues that we, as consumers, are not at fault about is not good business procedures! I love my GM vehicles, and I know there will be parts that need to be replaced, but to have defective parts in my vehicle that the company received knowledge and compensation for, as well as acknowledges, yet to ignore their customers with the same correction isn't legal.

I do not feel I am responsible for any payment due toward a faulty GM stepper motor ('instrument cluster'), of which GM has lost numerous cases in court as to this issue, and should be corrected by GM at their cost, not mine. As I shouldn't be held responsible for this 'instrument cluster' situation, I would like to have this problem resolved amicably (no consumer cost) and without civil pursuit because I'm not the only customer who is in this situation.

Thank you for your time and immediate attention to this serious matter.

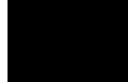
Sincerely,

[Redacted Signature]
Mechanicsburg, Ohio [Redacted]

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