

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NVS-200

Sept. 1 2010

SEP 1 9 2010

EXECUTIVE SECRETARIAT
2010, SEP -9 P 2:13
RECEIVED - WATSA
To Whom It May Concern,

Please forgive the hand-
written note. My printer
has problems. I'm sending
you a copy of this letter
because we have a Chevrolet
truck with a motor problem.
Which results in a safety
issue. The problem can
and does become very
severe very quickly.

-2-

Chevrolet does not wish to resolve the problem. We want a resolution which will be final and we will not have to be afraid of driving the vehicle.

Thank you



Case # 71-862492094

CL-10356468-1431

[Redacted]
[Redacted]
[Redacted]
THOMAS W
[Redacted]

August 31, 2010

EXECUTIVE SECRETARIAT
2010 SEP -9 P 2:12
RECEIVED - NHTSA

Chevrolet Motor Division
Chevrolet Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

To Whom It May Concern,

We purchased our Chevrolet 2009 Silverado VIN #(1GCEK2908[Redacted]) in January, 2009, for \$35,355.00 from Midway Motors in Harman, West Virginia. Three weeks after driving it off the lot it was taken back to be serviced for a front rotor problem. Since then the rotors have been turned, replaced, and on August 24, 2010 were turned AGAIN according to YOUR SPECIFICATIONS at Team One located in Oakland Maryland.

Please understand we do not have a problem with the dealership, Team One. OUR PROBLEM IS WITH GENERAL MOTOR'S POLICIES AND PROCEDURES. You are telling us that you will replace your junk with your junk at YOUR EXPENSE until the warranty expires. After the warranty expires then you will replace your junk with your junk at OUR EXPENSE. WOW! How lucky can we get? The vehicle is 17 months old and has 24,679 miles on it and it is obvious your POLICY IS NOT to repair it so it does not happen again.

Apparently, Chevrolet has resorted to substandard parts and this is a common problem among the many thousands of GM products. What a shame!!!!

We want the rotors replaced with stainless steel rotors. We feel this vehicle is unsafe and the problem has not been resolved. Besides driving and riding in an unsafe vehicle it has caused us a lot of time to take it to a dealership to be serviced. We are also very concerned when the warranty expires we will be stuck with an unsafe vehicle paying the bills to have it serviced to be safe for a little while longer.

We would like a resolution suitable to the situation. We are notifying the following agencies to save us a lot of time and aggravation.

We look forward to hearing from you very soon

[Redacted]
[Redacted]

CC: Administrator, NHTSA
BBB Auto Line Program

KB
091710
THW



Thomas W



Administrator, NHTSA
1200 New Jersey Ave. S. E.
Washington DC.
20590