

August 24, 2010

SEP 28 2010

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Administration
National Highway Safety Administration
1200 New Jersey Avenue
SE Washington DC, 20590

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

To Whom It May Concern:

I have a 2007 2500 Silverado truck 101531GC236527F [REDACTED] I am very unhappy with the GM heated washer system recall giving us \$100 instead of fixing the washer system. This system should be fixed not dismantled.

Second. While driving my truck in July, 2010 on vacation in Wyoming, the "Change Fuel Filter" said 15% life. Twenty-eight miles later the computer system shut the motor down to a stall. This happened in hill country on I90. Thank goodness for ONStar as we did not have cell coverage. After 2 hours, our truck was towed to a local mechanic. We had to leave our 5th Wheel on I90 due to a towing problem. Several hours later we were able to drive back and rehook our 5th Wheel. To us this was a safety situation. We were never advised the truck would shut down!

Third. Two weeks after the fuel filter incident, we were in North Dakota and the alert sign started blinking. The trailer brake controller was shut off, leaving no brakes on the trailer. This was late Saturday afternoon and no one was available Sunday to address the problem. Sunday morning we started home to the Kansas City area with no trailer brakes. With lots of patience and luck we arrived home safely having driven over 600 miles with no trailer brakes.

The following week the trailer was checked out and with MINOR brake adjustments the system was again working. I believe this was also an unsafe situation due to the computer system operation. I would like your help in addressing these issues. Some form of alert should be sent to all owners of this year and newer Chevrolet trucks with diesel system. No mechanic we contacted was aware of either situation and could not understand why the computer would shut down for a fuel filter or the trailer brakes. Mechanics at Chevrolet appeared to be aware of the fuel filter situation but could not explain the brake problem.

I believe we were put in a dangerous situation and should be compensated for our trouble. We also believe all owners should be alerted.

NM
101210
TGW

[REDACTED]
Belton, Missouri [REDACTED]

[REDACTED]

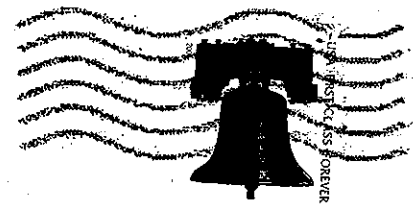
cell
Home

AFTER sending to wrong address I called your office and received ref # 296110 - Chevrolet also got back to me and offered \$1000 off a new truck but did not commit to notifying owners of this problem -

Belton Mo

KANSAS CITY 641-661

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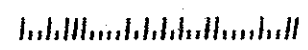
U.S. Dept of Detective Investigation

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