

January 24, 2011

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

RE: 2003 Chevy Impala (used)

Serial No. 2G1WH52k539 [REDACTED]

Purchase Date 10/27/2008 From: Pat O'Brian Chevy Dealer, in Westlake, OH

Purchaser: [REDACTED]

TO IT MAY CONCERNED:

I hit a chuckhole in the residence city I live in. (Cleveland, Ohio). I have full coverage on this car and my insurance paid for part of the repairs. My Traction Off light came on after I hit the chuckhole and with the repairs that the insurance company paid for and what I have paid out of pocket for my service traction soon light and Traction Off light and the ABS light is still on. Also, there seem to be some play in the steering. According to the list there were two recalls regarding the steering of this car.

I have two concerns regarding the car at this time. I went on the internet and printed out a list of recalls for this car and found that I had not been notified of the ones dated since I purchased the car. I was told when I called the number of Chevy that there were open recalls for this car. If the recalls were closed and I was not notified. Why can't I take my car to a Chevy dealership to be repaired free of charged, due to the fact that I wasn't notified?

Sincerely,

[REDACTED]

cc: NHTSA, U.S.

JAN 31 2011

MC
020311
TGW

CLEVELAND OH 44101

25 JAN 2011 PM 2 T



E. Cleveland, OH

NHTSA, U.S.
Department of Transportation
Washington, D. C. 20590

