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March 20, 2012

To General Motors:

There is no delicate way to phrase this: **your company makes crappy cars.** I am an unfortunate owner of a piece of GM-junk otherwise known as a 2008 Saturn Aura.

This is my first GM product following decades of Ford product ownership. I switched to GM wooed by the styling and design of this vehicle. While I was initially pleased with the vehicle, it has become increasingly problematic and troublesome. I am at the point where I no longer have faith in the mechanical integrity and safety of my car.

In November 2010, the front of the car began making a clunking noise. A trip to a local dealer resulted in lubrication of the intermediate steering shaft. As it turns out, that was a temporary remedy.

In January 2012, the clunking noise appeared again, interspersed by a popping noise in the front end of the car. These unnatural sounds were very disconcerting and worrisome. Another trip to the dealer resulted in a quote of \$500 to replace the left front control arm assembly and ball joint. An independent repair facility performed this work for \$312.

While that price was a bit easier to swallow, I am outraged and appalled that a vehicle with fewer than 40,000 miles would require such repair. Even worse and more outrageous is the aforementioned clunking noise has returned to the steering shaft. This vehicle is truly re-defining what it means to own a clunker.

My modest research on the internet reveals the steering shaft problem on this car is quite common and begs the question why there has been no recall for this car. In fact, I am forwarding a copy of this letter to NHTSA requesting they investigate the Aura for this problem.

I have enclosed the bill for my car's control arm repair as well as the service order for the initial steering shaft procedure. I am asking GM to accommodate for whatever repair my steering shaft requires as an extended factory warranty. Clearly this vehicle has manufacturing flaws, which costs should not be visited on unsuspecting owners.

Please reply in the soonest as this condition in my car is reaching a climax.

[REDACTED]

Plymouth, Michigan [REDACTED]

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TGW