

STATE OF CONNECTICUT  
DEPARTMENT OF CONSUMER PROTECTION

CI-10475607-5330

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

October 4, 2012

OCT 22 2012

[Redacted]  
NEW CANAAN, CT [Redacted]

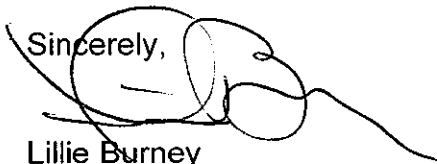
File #: 2012-1846  
Re: GM

Dear [Redacted]

I wish to acknowledge receipt of your correspondence concerning the above referenced company and to thank you for thinking of this office in connection with this matter. However, the nature of your complaint appears to fall under the jurisdiction of:

National Highway Traffic Safety Administration  
Office of Public Affairs and Consumer Services  
400 Seventh Street, S.W.  
Washington, DC 20590  
(800) 424-9393

Please send your complaint directly to that agency and contact them if you have any questions or concerns regarding your complaint.

Sincerely, 

Lillie Burney  
Secretary 2  
Trade Practices Division

CC: Ref.  
File

ET  
102312  
RW

9012-1846

[Redacted]  
New Canaan, CT [Redacted]

Department of Consumer Protection  
Complaint Center  
165 Capitol Avenue  
Room 110  
Hartford, CT 06106

I filed the original complaint by telephone with Chevrolet Customer Service on August 8, 2012 about brake failure on my 2004 Chevrolet Suburban. In mid-August the case was forwarded to a "district specialist" who said nothing could be done about the \$3,575.09 bill I had paid or about notifying others that they might experience a potentially fatal accident. Instead, GM would offer me a discount when I bought my next GM car. I found this insulting. Why would any consumer buy another GM car after no effort was made to rectify a potentially fatal manufacturing and materials flaw?

My research has shown that potentially 6.2 million GM 1999-2003 were manufactured with brake lines that were not stainless steel and could rust from the inside. This corrosion is not visible on inspection since it's inside the lines. The result: Total brake failure. The unexplained issue is why there was no warning from the car's system before or during the brake failure, or from GM to those of us who purchased vehicles with faulty lines.

The brakes on our 2004 Suburban "luckily" failed in the driveway, with NO warning light ever appearing prior to the failure or after it. Within minutes I would have pulled out onto a busy CT state route, towing a horse trailer and an extremely valuable show horse. This car has been

meticulously maintained by Karl Chevrolet in New Canaan, CT (bought new from them as well, the second Suburban we've bought from them) and had only 39,000 miles on it. We never received any notification that there might be brake issues, and Karl Chevrolet said they would never have been able to see the corrosion during regular service or brake checks.

Aside from the brake lines, quoting from the Karl Chevrolet's bill: "The front calipers were also severely rusted... along with front caliper hoses....and front rotors...causing brake pads to crack and wear unevenly, will need front brake pads and rotors replaced." As I said above, this repair cost me \$3575.09. I repeat: This corrosion was obviously due to faulty lines/parts, and I would think that even though my corrosion warranty expired the previous year, GM would have taken into consideration that it was not normal wear-and-tear (on a car with only 39,000 miles), would have taken care of the whole bill with apologies AND sent notification (since no deaths, no govt. recall I assume) to any others in the same dangerous situation.

I have learned that many others have reported this problem, and that there have been accidents but no fatalities—yet.

I have notified the National Highway Traffic Safety Association and the CT Attorney General's office.

[REDACTED]  
New Canaan, CT  
[REDACTED]

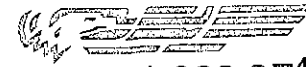


**STATE OF CONNECTICUT**  
 DEPARTMENT OF CONSUMER PROTECTION  
 165 Capitol Avenue • Hartford, Connecticut 06106-1630

PRESORTED  
 FIRST CLASS



U.S. POSTAGE PITNEY BOWES



ZIP 06106 \$ 000.37<sup>4</sup>  
 02 1W  
 0001368045 OCT 06 2012

National Highway Traffic Safety Administration  
 Office of Public Affairs and Consumer Services  
 400 Seventh Street, S.W.  
 Washington, DC 20590

*Defects  
 PM*

HFR-A3B 20024

