

[REDACTED]
Bethesda, MD

W/TO
NHCA

CL-10577692-7883

June 24, 2013

Mr. Mark Reuss
President of GM North America
300 Renaissance Center
Detroit, MI 48243

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

Mr. Reuss:

APR -2 2014

I just found this quote on the web:

"Nothing energizes us more than receiving the verification of quality from our customers," said Alicia Boler-Davis, vice president Global Quality and U.S. Customer Experience. "The overall ownership experience of the people who buy our cars and trucks is founded on providing vehicles with innovative technologies, while ensuring highest levels of initial and long-term quality and services they can rely on."

We began having trouble with the speedometer on our 2005 Chevrolet Suburban approximately two years ago. Intermittently, the needle on the odometer would climb above the actual speed we were travelling, then move up and down tens of miles above our actual speed. At times, it would rise to 120 and remain there. When we turned the car off and then on again, it worked fine again ... until the next time.

As it has been happening more and more frequently, we have stopped driving the vehicle, because it is obviously dangerous for us and for our children to drive a vehicle with a faulty speedometer.

I went online to find out what would be involved in replacing the speedometer, and was very unhappy to find out that this issue was not unique to my vehicle --- and that Chevrolet has known about this problem for quite some time.

Why were we not notified? Why were Suburbans not recalled? Why were we not notified by the dealer?

I researched further and found that instead of a recall, Chevrolet offered to fix the problem *if* and *when* a customer asked for the fix. Plus, the repair was only good on cars under a certain age and mileage.

How were we supposed to find out about this? Was this ever communicated to Suburban-owners? How many other Suburban drivers are being placed in harm's way every day because Chevrolet has not shared this information with the general public??

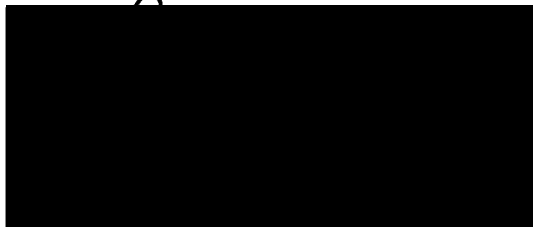
I am furious at the lack of communication between Chevrolet and all Suburban owners ...and that we've missed a deadline we didn't know was there ... our Suburban does not meet Chevrolet's mileage and age requirements for speedometer replacement. Unbelievable.

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SMD

I'm writing to request that Chevrolet pay to repair this problem on our Suburban. I'm also writing to request that Chevrolet communicate this issue to other Suburban owners and pay for their vehicles to be repaired. This is an extremely dangerous problem ---- one that obviously merited a recall. I wonder how many accidents have been caused by these faulty speedometers? Deaths? How many Suburban drivers have received undeserved tickets?

The Consumer Product Safety Commission is headquartered down the street from me. I will be sending a copy of this letter to the CPSC Director today. I look forward to hearing from you at your earliest convenience.

I am energized.



[REDACTED]
Bethesda, MD [REDACTED]

June 24, 2013

Ms. Tenenbaum:

Enclosed please find a letter I sent to the President of GM North America. There is a known problem with the speedometer in the Chevrolet Suburban. This problem is being repaired on an "if you know, then we repair, if you're within the time limit" basis. I am outraged and thought you should be aware of this matter. 

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