

CL-10679178-6926

Chevrolet Customer Assistance Center
P.O. Box 33136
Detroit, MI 48323-5136

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

Attn: Executive Complaints Division

Re: 2004 Chev Aveo

Vin # KL1TJ62614B [REDACTED]

JAN 23 2015

To Whom it May Concern:

I purchased 2004 Chevy Aveo in 2008 with approximately 24,000 miles from Myrtle Motors in Queens, NY. The vehicle only had approximately 51,000 miles on it when the timing belt went on it. Luckily, I was only a few miles from home and was not traveling at a high speed because the car just came to a stop without warning. This alone is a problem and a concern. However this problem was furthermore compounded by the way I've been treated as a result of this issue.

After doing some research, I found numerous cases whereas this is a known problem with the 2004 Chevy Aveo. Specifically, the following NHTSA ID # 10578600, 10573489, 10513747, 10505451, 10482944, 10472847, 10472696. These were a bit eye opening as to the severity of the issue at hand. I also found out the effected piece was manufactured by a company named Daewoo, which I did further research to determine that they are no longer in business. So much for an AMERICAN made car that I thought I was buying. I reached out to Chevy to see if there had been any recalls on it and was told that there were none for the timing belt. I then escalated my concerns and was told that for \$5,000.00 Chevy would repair my vehicle. The cars value is only approximately \$3,000.00 so I'm not sure why I would consider fixing it for \$5,000.00. I was told the due to the age of the vehicle Chevy would not assist with any of the cost for the repairs. My mechanic did a little research as well for me and found out that even if he did the repairs, (His cost was estimated to be \$3,000.00 which made me question the integrity of Chevy even further!!) he could not guarantee it as there are subsequent problems associated with this car once the repairs associated with the timing belt and valves are completed.

I am extremely disappointed in Chevrolet although the car is 10 years old, it still only had 51,000 miles on it and was maintained regularly therefore I should not be faced with this problem, especially since this is a known problem that has been brought to Chevy's attention on numerous occasions. You would expect that a car would last a little more that 50k miles, especially since it is only driven locally. You would also expect that if a company is made aware of a SAFETY issue that they would react and contact the owners of the vehicles to make them aware of the issue. If there was a notification then the responsibility of preventing the problem could conceivable be on the owner. However, I still stand firm on the belief that the lifespan of a timing belt should exceed 50,000.

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A corporation of Chevy's size should take the customers safety much more seriously!! First and foremost, if I was driving on a busier road and/ or at a higher speed this issues could have been fatal. THE CAR JUST STOPPED!!! Not to mention what if my children were in the car with me!!!! Furthermore, the fact that this issue is documented all over the internet and Chevy has been made well aware of it, I find it unnerving that it would just be ignored and that Chevy would at a minimum notify the owners of these vehicles to replace the timing belt before the 50,000 mile marker as this is when it appears to be a consistent problem with this vehicle. I am a car owner that always maintains vehicles in accordance with the guidance that is provided. My car has always been up to date with oil changes, inspections ect. If I had known that this was going to be a problem, I would have had it replaced to avoid the situation that I am in.

My intentions for this letter are to raise awareness of this problem in attempt to prevent this from happening to someone else. I also would expect that Chevy stand behind their product and do the right thing for their customers and remediating the issues in some way. I find it hard to believe that Chevrolet would completely ignore a problem and then refuse to assist and rectify the issue. My family has always been long time supporters of Chevy which because of the lack of customer support, will now change. I cannot believe that not only this occurred but that Chevy will not even acknowledge that fact that this is a known problem. I also am astounded that I have not received any response to my complaints.

In my last conversation with Chevy, I had requested that my issue be escalated to the executive level however I have not received any response so I'm assuming that it was not escalated. I would greatly appreciate a response to this letter indicating your acknowledgement of this issue and what efforts will be made to remediate the problem.

I can be reached at [REDACTED]

[REDACTED]
East Northport, NY [REDACTED]

Cc: US Department of Transportation ✓
Office of Vehicle Safety Compliance
400 7th Street, SW
Room 6111
Mail code: NSA-30
Washington, DC 20590

National Highway Traffic Safety Administration

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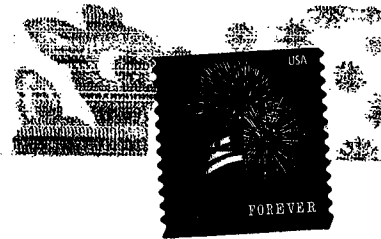
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