

[REDACTED]
Daly City, CA [REDACTED]

FEB 25 2013

RE: 2003 Chevy Impala – VIN # 2G1WF52E739 [REDACTED]

National Highway Traffic Safety Administration Headquarters

I'm contacting you with my complaint regarding the Engine Oil Pan Gasket Leak and the Defective Pass Lock System on my 2003 Chevrolet Impala.

How much money is enough to quench your thirst, driven by GREED? There has been a recall for the Engine Oil Pan Gasket and there has yet to be one for the Pass Lock System. To save Chevy's bottom line, it was decided that the best plan of action was to narrow down the VIN # of the vehicles affected by the recall.

We've taken our Impala to Stewart Chevrolet Cadillac, 780 Serramonte Blvd, Colma, CA 94014 to address these issues and the answers we received were ludicrous. #1 The cost to fix our problems would be astronomically high (Why should we have to pay for a defect that the auto manufacturer made, in the first place?) #2 The service manager had no idea as to how they could correct the problem (How can a Chevrolet dealership have no idea how to repair a problem on a car that they manufactured?) #3 They don't have the equipment it takes to handle this job correctly (How is that even possible or is it just because they don't want to do it and need a reason of getting out of the work?) #4 There was never a formal recall notice sent to us and so many others who clearly have problems with their vehicles that the manufacturer is responsible for (They aren't obligated to repair anything apparently, so clearly, loyalty to Chevy Customers is non-existent)

My last issue deals with the service manager at Stewart Chevrolet Cadillac, Joe Cassisi. This man is rude and obnoxious. He makes it very clear that you are wasting his time with your car problems and furthermore, he has no intention of correcting any of the issues your car may be having. The way he spoke to my family and handled our situation was totally unacceptable. You've got a bad situation on your hands regarding that man. We can't be the only ones that Mr. Cassisi has attempted to bully and speak to with such contempt and lack of respect because he clearly treats everyone the same way and somehow gets away with it.

Are you going to issue a recall to correct the mistakes Chevy has made? If not, could you inform all of the relevant vehicle owners as to why Chevy isn't responsible for the defects that they created?

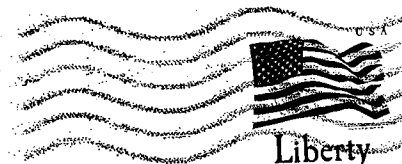
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