

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10825633
Date: Monday, March 14, 2016 12:15:05 PM

EQ-10825633-8954

From: EVOQ (NHTSA)
Sent: Monday, March 14, 2016 10:36 AM

Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10825633

From: [REDACTED]
Sent: Saturday, March 05, 2016 9:43 PM
To: EVOQ (NHTSA)
Subject: Re: FW: FW: NHTSA: Follow up to ODI Complaint: ----10825633

As I have found, all is too slow, including this email to me. I was upset about the recall on my vehicle that stated that I was not to park my car in the garage, because it might catch fire. That lead me to the fear that it could catch fire when I am driving, making a severe danger to me, not only of fire, but of crazy traffic, and inclement weather.

With contacts at a Chevy dealer (closest to my home), I got a runaround about needing to call Pontiac. The advisor at the dealer even looked under the hood of my car, and made statements showing he was not very knowledgeable, the dropped the hood of my car from nearly all the way from the open position. This slam, could easily have caused damage. My car is an older one, but near showroom condition with rather low miles, and I was angry with the !@# line I was given, and the treatment of my car.

After being told to call others, and more !@# I was very angry with the "round robin" treatment I was getting. All I wanted was to drop off my car, and leave it until the cause of the recall was cured, and drive one supplied by the dealership, as per the owners manual indicates.

I finally got sudden same day results, when I had an appointment to see an attorney to start a lawsuit. As far as I was concerned, GM was doing the same thing it did with the ignition recall problems, waiting until there was accidents, injuries and deaths.

My car is now repaired, or at least the dealer say's so, because he had the car long enough for me to walk to get breakfast.

Tell me though, why should I have been put through the nonsense I was put through, concerning a defect by the manufacture that needed repair, or my life would be in danger? "But parts were not yet available", so what? Give me a loaner car to use while you hold my car, and wait for parts, as you finally did for my daughter-in-law with the ignition problem she had, and is call for in the owners manual. It is a good thing my car did not catch fire while I was driving it, for I would not have allowed a "silent" payoff. I would have sued for everything I could, and would have had news reports involved, all because you were too cheap to loan me a vehicle while holding my dangerous car, waiting for parts.

I am [REDACTED] years old, and during most of my life, I was a "die hard" GMC person, owning several GMC vehicles, mostly Chevrolets. You have convinced me I was mistaken, and I am now looking to Ford.

[REDACTED]

On Friday, February 26, 2016 12:17 PM, "EVOQ@dot.gov" <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary

edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation