

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

[REDACTED]
Wildwood, MO [REDACTED]

Mary T. Barra
Chairman and Chief Executive Officer
General Motors Company
P.O. Box 33170
Detroit, Michigan 48232

August 18, 2020

CERTIFIED MAIL
[REDACTED]

Re: Design Defect
2002 Chevrolet Camaro

Dear Chairman Barra:

We apologize for contacting you directly but we have not been able to resolve a design defect in our 2002 Chevrolet Camaro we only recently uncovered.

After literally years (with considerable "down time" and costs) of "repairs", we finally found a Chevrolet Dealership (Bommarito) that provided us with an explanation why we had a recurring problem with the sail roof panel bubbling through the black paint of our vehicle.

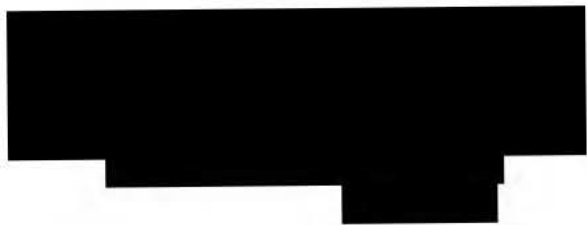
It seems that the adhesive you used for this part is causing this problem. It also appears that the only way to "fix" this issue is to replace that sail roof panel and adhesive and repaint with black paint.

After considerable effort and searching, thanks to Bommarito, we learned that GM no longer manufactures this part. This means that the only way to fix this unsightly and unseemly defect is to search for and find a "replacement" by canvassing junk yards for a sail roof panel from a compatible GM vehicle. That is both unfortunate and unacceptable.

This is an inherent design defect caused by your company and, as such, we think it is one that should be fixed/resolved by you. Further, we suggest that your Company knew or should have known of this defect soon after the 2002 manufacturing date. If you had properly informed the public about this and issued a proper recall, then we would not be in this predicament. Of course, if you had properly advised the public, then you would have faced considerable remediation cost. Most disappointing.

Please make arrangements for us to receive a replacement sail roof panel as soon as possible.
Our address [REDACTED]

✓cc: Office of Defects Investigation (NVS-210), 1200 New Jersey Ave. SE, Washington, DC



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Washington, DC 20003

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