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To: [EVOQ \(NHTSA\)](#); [REDACTED]
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Subject: ODI# 11374281
Date: Monday, November 30, 2020 6:05:07 PM

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The chief mechanic at Woodland knew exactly what was wrong when we discussed the brake grease the first time when I bought the car in. We both agreed it was the brake shields. I was finally told by the dealership they could do nothing because GM supply does not provide them. I then talked to General Motors, to a lady named Vicky who is the California representative for customer service. Vicky stated as far as they are concerned the case is closed. I told her on more than one occasion that it appears that GM gave selected OEM dealers the actual part number and the description of the shields and support material. Her response was "the case was closed. You can purchase the parts and have a dealer or anybody you want to choose install them"

My final question to her was "GM Builds a car and then tells the buyer that they have to purchase these parts from an OEM and have somebody install them"? That doesn't make sense. I have never heard of such a policy. There has been a conflict between what a dealer was saying and what the customer service representative was telling me. I really don't know what the health consequences are for this material that is coming from the brakes.

I am confused about the radial arms now. I will take another look at the papers and check the work done. I was told it was the front only. The loud screeching sound has gone away but it has been replaced by a different sound coming from the car when I apply the brakes slowly.

I am really getting frustrated with this whole process because I'm very uncomfortable driving the car as much as I love it. Finally I don't know what the health ramifications are? I am [REDACTED] with diabetes.

By the way I was told by the dealership that the brake grease on the wheels condition exists with Cadillac cars. GM knows about this issue with the grease they had to. The Mechanics did and I discovered it as well. Just wash the car was one answer given to me which I stated was absurd.

I have read a series of articles about this condition. It appears not only does it do some damage over time to the wheels that but it gets on other parts of the car and will cause some damage. The third part of the article points out health concerns also.

So I guess the only alternative to fixing this problem is for me to go to one of the OEMs buy all of the parts and then hopefully the dealership will install them and if they don't then according to GM then who will, and it's a new car?

Thanks again for reviewing this with me

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