

FEB 5 '21 12:44PM
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Mary T. Barra
Chairman and Chief Executive Officer
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Hello,

I am writing you to make you aware of a problem I experienced with my 2002 Chevy Express 3500 Van.

After a pot-hole broke my driver's side rear leaf spring, I discovered that the spring had been incorrectly installed at the factory. The bolt that holds the spring to the frame had been put in so that it was holding the spring down, but was not running through the eye loop. It was just laying on top of the top spring leaf.

This was a difficult item to spot. I never noticed it, and state inspections and numerous repair garages never caught it. However, it should have never left the factory without being corrected, and it amazed me that it lasted 300,000 miles without an accident. The only clue I had after the pothole was the driver's side rear tire suddenly losing tread, and I was able to take care of it before anything worse could occur.

Thank you for your attention to this matter. I hope GM and all vehicle manufacturers will perform closer inspections of rear spring assemblies and installations in the future.

[REDACTED]
Christiansburg, Virginia [REDACTED]
[REDACTED]

2002 Chevy Express Van, VIN 1GCHG35RX2 [REDACTED]



The bolt should have run through the rubber grommet, but never did. It was just laying over the area where the break occurred. I have retained this part should you want to examine it.



This is the end of the spring leaf where the break occurred. I have since recycled all of the leaves.

2002 Chevy Express Van, VIN 1GCHG35RX [REDACTED]

[Redacted]

Christiansburg, VA [Redacted]

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