

08/16/2022

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

To whom it may concern,

Please read this letter attached regarding my Equinox which I sent to General Motors. I had a pervasive issue which was resolved. However, being a safety concern, they're trying to pass it off as a TSB rather than a recall in my opinion.

Respectfully,

[REDACTED]
[REDACTED]
East Haddam, CT
[REDACTED]

08/16/2022

General Motors Customer Care
P.O. BOX 33170
Detroit, MI 48232-5170

RE: 2021 Chevrolet Equinox VIN: 3GNAXUEV0M [REDACTED]

Customer: [REDACTED]

[REDACTED]
East Haddam, CT
[REDACTED]

To whom it may concern,

I have had a major concern with my Equinox from the day of Delivery 09/03/2021 until very recently. My vehicle tracked left with the slightest release of the steering wheel regardless of which lane of the road the vehicle occupied. I complained about this to Grossman Chevrolet of Old Saybrook, CT of whom I'm also employed by. They have done every possible inspection, drive, adjustment of alignment, etc. to no avail. The problem persisted through a field engineer coming out to drive my vehicle, only to tell me there's "no defect or nothing wrong with it."

Even still, this problem persisted. In fact, I felt dismissed by General Motors as though I was being silenced and my issue was being "swept under the rug." I purchased my Equinox because of the perceived quality, durability, and reliability. I also work for a multi-line group where I could have purchased a competitive brand which I traded out of for this vehicle. Therefore, my confidence in GM, Chevrolet has been tarnished by this experience.

Just this month, a service bulletin came out to provide a correction to this issue. It turns out to be the front CV joints/Drive shafts. This is a major component of the vehicle and a costly repair had the vehicle been out of warranty. I feel this fix was known about for some time and the way the announcement worked out to a Technical Service Bulletin rather than a safety Recall was a wantonly irresponsible way to shift an engineering problem onto my expense potentially and more importantly, me and my passenger's safety.

Again, now my vehicle has been repaired after nearly a year of back and forth. For my inconvenience and aggravation through this process, I feel I deserve some form of compensation. Perhaps, service credit, a long term goodwill certificate valid towards another GM vehicle. Also, even at that, I don't know if I could in good conscience place my grandchildren in another GM vehicle after this fiasco. Using logic, I may very well be the guinea pig to test another vehicle for an engineering fault. I will not be a test subject again to a defective product.

I will also be forwarding a copy of this letter to the NHTSA so they can determine if a recall is a sound action for this issue. I'm also aware GM's stated new culture is one of customer safety per Mary Barra, your CEO. I hope this isn't another ignition style circumstance which affected millions. I have a hunch that it is.

Regards,



cc/NHTSA, Mary Barra

East Haddam CT
Department of Transportation

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Washington, DC 20590

