

[REDACTED]  
Juneau, AK [REDACTED]

September 30, 2024

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

Reference: 2015 Chevrolet Spark, VIN KL8CD6S93FC [REDACTED]. Recall #A222359300

To Whom It May Concern.

I am writing in receipt of your letter about the hood striker corrosion safety recall. I have been attempting to get my vehicle into the local chevy dealer here in Juneau but have not had much luck. The reason for this is due to their customer service representative by the name of Greg.

Greg is refusing any service of any kind, even this recall, until the bill I am disputing has been paid. I am disputing this bill because I do not believe the work was actually accomplished. They were supposed to replace the brakes, shocks and struts on my car which I was quoted for well over \$3500 and was in-fact charged more for. I am also afraid that they will hold my car until the disputed bill is paid and/or will do something to my car to cause damage and me to have to pay to get it repaired.

I also requested that they replace the driver side seat belt as it is frayed and unsafe. Which they told me that they wouldn't be paying for but that I would have to pay for that as well. When I objected that they willingly and knowingly sold a vehicle with known safety issues is appalling and the least they could do was replace that free of charge. After all, if I was to be in an accident and suffered injury due to the faulty seatbelt. To date this issue has not been resolved either as I do not feel I should have to pay them \$400 to replace it.

As a result, I am unable to get the striker piece replaced, as much as I would like as they are the only auto dealer in town to do this. I am also not in a position to drive my car to another community to get the work done as I am essentially on an island.

Cordially,

[REDACTED]

PR

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