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FR 6/24/02 (OT)

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OFFICE OF DEFECTS INVESTIGATION

Dear President of United States General Motor:

We are not satisfied with our new 2001 Pontiac Aztec, because too many problems have occurred to our new car during the first year! Some of the problems even show up more than once.

The main point is that these problems occur on the car itself and in this one-year I have never had any accidents or collision to cause this car to have any problem. For example, the ABS system has been fixed for three times past in three months and it is still haven't been fixed properly, which is very unreasonable. The manager did try the car for one day when the car has been fixed for the second time, but he told me the car is fine. However, the second day when I drove on road, the ABS system just turned on for no reason. The road and the weather condition were very well and I wasn't even braking. And the ABS is on for the whole tine and wont turn it off until the engine is shut off. It is really dangerous for me to drive with a not safe vehicle. What happens if I were to stop at an intersection and the ABS just turn makes my car with longer braking distance which I might not have safe braking distance to stop in time and cause to have a serious collision? Who is responsible for the collision, the car or me? According to the law it is I. However, it is really about the car.

Another time was when the engine was just turned on in the parking lot. I haven't even start driving and the ABS just turn on with the traction control for no reason.

I don't feel like I am driving a new car during this first year because of the variable problems has occurred in this one year. I don't feel like I am driving a new car, instead I am feeling like driving a used car with many problems.

I have lost faith with this new car. I want a total refund for this car so I can buy a more reliable brand car and you can have your car back to test it out.

Sincerely

[redacted]

May.21.02

P.S. I have already sent a letter to GM Canada about this report but they didn't do anything to solve my problems, I am not happy about it. I hope this time I can get a decent reply, plus a client number.

The following attachment paper are the list of the problems that has occurred during the first year:

Michael

Dear President of Canada General Motor:

We are not satisfied with our new 2001 Pontiac Aztec, because too many problems have occurred to our new car during the first year! Some of the problems even show up more than once.

The main point is that these problems occur on the car itself and in this one-year I have never had any accidents or collision to cause this car to have any problem. For example, the ABS system has been fixed for two times past in two months and it is still haven't been fixed properly, which is very unreasonable. The manager did try the car for one day when the car has been fixed for the second time, but he told me the car is fine. However, the second day when I drove on road, the ABS system just turned on for no reason. The road and the weather condition were very well and I wasn't even braking. And the ABS is on for the whole tine and wont turn it off until the engine is shut off. It is really dangerous for me to drive with a not safe vehicle. What happens if I were to stop at an intersection and the ABS just turn makes my car with longer braking distance which I might not have safe braking distance to stop in time and cause to have a serious collision? Who is responsible for the collision, the car or me? According to the law it is I. However, it is really about the car.

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Sincerely

[redacted]

April.21.02

The following attachment paper are the list of the problems that has occurred during the first year:

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).