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May 21, 2002

To:NHTSA

U.S. Department of Transportation
Washington, D.C. 20590

Cc:BBB Auto Line

Council of Better Business Bureau
4200 Wilson Blvd. Suite 800,
Arlington, VA 22203-1838

566145

From: [REDACTED]
the owner of 1998 Oldsmobile Silhouette mini van
[REDACTED] San Francisco, CA [REDACTED]
Phone and Fax: [REDACTED] home [REDACTED] (office)

Re:Report of defective speedometer and request for reimburse of my repair cost of defective speedometer of General Motors' minivan under the unhonored Warranty of General Motors Company

I have to say and report about the following accident on my car, that is 1998 Oldsmobile Silhouette GL extended minivan, on behalf of everybody's auto safety and warranty benefit.

Three weeks ago I went to my wife's office in Brisbane city from San Francisco. After I picked up my wife, I started my car to come back home. Suddenly the needle of speedometer on my instrumental panel read full scale and stuck there. It had never moved back even after I arrived at home and stopped engine.

One problem is that since the above incident it had been too dangerous situations for us to drive continuously without reading the speed mileage on the freeway or even on the local roads.

Last Monday morning on May 13, 2002, I had to go to **George Olsen Cadillac repair shop, 999 Van Ness Ave., San Francisco, CA 94109(phone:415-474-7700)** to fix it. Even the service shop manager said it was not repairable in their shop, and also said he had never seen this kind of problem. The repair shop can't fix it but only replace the whole speedometer of the instrumental panel at my cost of the total amount of \$485.08(parts:\$295+labor:\$265+tax:\$25.08) as attached George Olsen Cadillac bills. At the shop the driven mileage was only 31,084miles ,and when I bought from Stewart Oldsmobile dealer on May, 1998 it was 15miles. I want to let the public know about this kind of auto safety problem and let the auto manufacturer not to make similar incident any more.

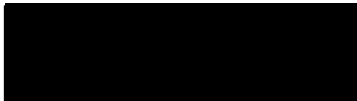
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Another problem is that GM warranty does not cover the repair of the defective speedometer because their warranty of 30,000 miles and 3 years is over. However, I think this broken speedometer problem is directly caused by the manufacturer's defective parts and also is related to the driver's safety. Therefore, its repair cost never suppose to be responsible for the owner during auto lifetime. I have another GM car, Buick Le Sabre Limited since 1987. There has had no problem like this until so far more than 120 thousand miles. So this kind of repair cost never be responsible for the owner, and should be covered by GM whether their so-called, warranty period passed or not. I want the reimbursement of the repair cost for me from GM, the manufacturer.

I would appreciate your kind and earliest care about this matter for everybody's safety and unhonored warranty of GM cars.

Sincerely,



Attatched:Copies of my receipt and the repair payment bill from George Olsen
Cadillac.end.

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).