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Wednesday, August 23, 1995

OFFICE  
DEFECTS INVESTIGATION

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Carol  
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SEP 18 1995

National Highway Traffic Safety Administration  
Technical Reference Division (NAD-52)  
400 Seventh Street SW  
Room 5108  
Washington, DC 20590

483400

Dear :

For Christmas my father gave my son his 1985 Oldsmobile Cutlass Ciera with about 55,000 original miles on the clock. My father and son have given the car excellent maintenance and both have driven it with care.

My son had to take all of his summer pay to put in a new transmission today. Oldsmobile told my son that the TM-440 transmission was of defective design.

Last year at this time, I wrote you a similar letter. The 1986 Cadillac that my father gave me had to have a new engine at 55,000 miles and a new transmission at 65,000. The Cadillac dealer told me that first the engine "twisted" due to defective design. Cadillac then told me that the TM-440 transmission was also of defective design.



My father is totally embarrassed by his "gifts."

Neither I or my sons will ever own another GM product as long as we live.

General Motors has lost three generations of Claphams, eight potential buyers. Believe me, we are spreading the word about GM products.

May General Motors fail. We will dance on its grave while we drive our Japanese and German cars.

Sincerely,

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RECEIVED  
NHTSA DOCKET