

Comment from Dana Lunsford

I purchased my 2010 Chevrolet Tahoe 4wd Hybrid used from a Certified Dealer on May 5, 2015. I received a recall for the air bag shortly afterward close to the end of the year. My airbag light comes on and goes off on it's own regardless of whether someone is in the passenger seat. There is a random ding noise along with the flashing airbag light that comes on randomly regardless of whether there is a passenger in the car. My dashboard display consistently signals to "service airbag" daily. I went to my local dealership and registered to be notified when parts would be available to fix the issue with the airbags in early 2016. I also called and spoke with GM representatives who assured me that my truck was "safe to drive" and that there was no plausible fix for the vehicle due to the manufacturer not having the parts and that I had nothing to worry about in driving my vehicle. I still have yet to receive a call notifying me that parts are available-going on three years now. I deal with the air bag issue daily. It is annoying, an inconvenience, and potentially hazardous to not only my health but anyone who passengers in my vehicle. Why can't they fix this? Why aren't they made to fix this? Why can they mass produce sub-par product and be allowed to blow it off without a solution? As a customer, a mother, a sister, a wife, and a friend, I deserve better for my hard earned money and the trust that I initially put into the manufacturer when I purchased this vehicle. I don't deserve to potentially "die" when hot shrapnel comes barreling at me "if the, potential, identified, issue, with the airbag" materializes during one of my normal commutes. I have my conversation with the GM representatives who adamantly told me that my vehicle was safe- documented with date, time, names, and comments attached to my will. I hope my children follow my instructions and sue GM's behind off for wrongful death in the event that the issue with the airbag causes my death. You should be ashamed of producing (or putting another companies) sub-par product into a Chevrolet and then allowing innocent people, that you have profited from, die, due to your unwillingness to manage your liabilities. I grew up with Chevrolet/GM, I like my truck, I love my truck, but driving it causes unnecessary anxiety and fear. I can't afford to go out and buy another one so I am stuck with the one I have. Shame on you all.