

## Comment from Laurie Ablett

How is America ever going to become "great again" if we continue to allow GM and other large Corporations to get away with not taking responsibility for the safety of its customers. Is our loyalty and our lives expendable, once they have our money? Sure seems so. I received my Recall 49151 notice in 2016, and that's the only communication from them on this important subject. I called the Customer Assistance Center 1-800-222-1020, July 7, 2020. Also, (my local dealership Nov 6, 2017). The operator named Becka informed me that "investigations" are showing the defect has been determined inconsequential, and that unless I get an error light indicator telling me something is not functional, (or receive a new document from GM regarding a defect), then they will do the honorable thing and make a repair. Isn't "its under investigation" the ploy/excuse used by law enforcement agencies to keep secrets from the public? This is especially distressing since I have a brother that has worked for GM for around 30 years. Where's the appreciation and loyalty to his family? It seems customers should also be thought of as family of GM. Luckily I've never had an accident in my 2007 Avalanche.