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Saturday, November 13, 2004
Turnersville Auto Complex
3400, Route 42
Turnersville, NJ 08012
General Manager-Chevrolet

2004 DEC -3 PM 4:08

Dear Sir,

This document is not intended to harass, threaten or defame the character of the above-named individual and/or any company. This document is sent for informational purposes only.

Correspondence was forwarded to Turnersville Auto Complex on 11-10-04, stating that I demanded a telephone call and/or certified letter be sent to me regarding the unresolved problem with my 2002 Chevrolet Cavalier and a bill for \$1,250.

Once AGAIN, both Turnersville Auto Complex and Chevrolet have ignored this matter, which has been an ongoing problem since 8-20-04. It is evident that both companies feel compelled to completely ignore my letters - both regular mailing and certified. **This letter will set the record straight once and for all of the developments that have occurred since 8-20-04 when the original problem first occurred with my 2002 Chevrolet Cavalier.**

On or about 8-20-04, the TRAC OFF warning light (ETS) came on in my vehicle, causing the vehicle to completely shut down. I was at risk for a serious injury while traveling on the Atlantic City Expressway. Turnersville Auto Complex as well as the Chevrolet Motor Division was notified of this problem numerous times since 8-20-04.

On or about 8-23-04, Turnersville Auto Complex Service Manager, Mr. John McKeen, notified me by telephone that in the estimation of your technician/mechanic, the vehicle's fuel pump and fuel injection system had to be replaced and cleaned. The bill for this "repair" was \$1,250. (Copies of the bill was sent to Chevrolet Motor Division.) Mr. McKeen, however, could not guarantee that the "repairs" made to my vehicle would correct the problem with the ETS.

The "repairs" DID NOT correct the problem with the ETS as I have informed both companies numerous times by mail (including certified letters on 10-13-04 and 11-10-04). In fact, the problem with the ETS occurred 11 more times, including twice on 9-1-04 with a Turnersville Auto Complex technician/mechanic operating my vehicle and in the vehicle with me at the time when the vehicle was being road-tested. Since the "repairs" did not correct the problem with the ETS, I expect the money that I paid (\$1,250) to Turnersville Auto Complex to be refunded to me.

The lack of concern from Turnersville Auto Complex and Chevrolet Motor Division regarding the problem with the Enhanced Traction System in my 2002 Chevrolet Cavalier as well as my safety concerns is obscene!

On or about 10-13-04 in Cumberland County Small Claims Court, Bridgeton, New Jersey, a representative from Turnersville Auto Complex was present at the hearing. This gentleman, sitting next to me in the courtroom, said NOTHING to me regarding the problem with the Enhanced Traction System or with my safety concerns. I found his silence to be particularly odd since the Turnersville Auto Complex dealership always stresses the importance of "customer satisfaction." Additionally, I also found it to be particularly odd that the Turnersville Auto Complex Service Manager in question, Mr. John McKeen, was conspicuously absent from the proceedings. I promise you that development will be rectified in the future!

NAR
GAB
12/1/04

On or about 10-13-04 in the Cumberland County Courthouse, the mute representative from Turnersville Auto Complex sat still in his seat during the mediation process while the attorney gentleman representing Chevrolet Motor Division did all of the talking (and interrupting) in mediation and during the Small Claims Court hearing.

It was another waste of my valuable time. Although the judge assigned to court on 10-13-04 made a huge error in preventing me from representing myself during that hearing (and I have already taken action regarding that blunder), my problem could have and should have been resolved in mediation.

It is obvious to me that the lack of communication from both Turnersville Auto Complex and Chevrolet Motor Division is meant to set up a classic case of "David vs. Goliath."

Well, this "David" despises big companies that ignore him!

And with endless patience and determination, justice always prevails in the end!!! Sometimes it does take a long time - maybe as long as a year or two - but I am prepared to go the distance against these two companies.

And, after many long hours of thought, I have decided to be an advocate for the people that own 2002 Chevrolet Cavaliers. You'll find out what that means soon enough.


Vineland, NJ 

cc: Chevrolet Motor Division, P.O. Box 33170, Detroit, MI 48232
cc: NJ Department of Law & Public Safety, Division of Consumer Affairs
cc: Federal Trade Commission
cc: US Department of Transportation, National Highway Traffic Safety Administration