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December 19, 2004

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G. Richard Waymer Jr
CEO Chevrolet Motor Division
P.O. BOX 33170
DETROIT, MI 48232-5170

Reference: Service Request #1-291279731 (Dec 17, 2004).

Dear Mr. Waymer,

I had a 1989 Ford truck to pull my trailer travel - and travel to my cabin in the mountains all year - including in the snow, and a 1996 Toyota. These vehicles accomplished everything I needed - BUT - I really just wanted one vehicle! I was introduced to the 2005 Chevrolet Trailblazer LT - and fell in love! I thought this was my dream vehicle - with all the bells and whistles - and it would last me the rest of my life! Unfortunately - apparently NOT so!!!

BREAK-IN, New Vehicle: I will just start at the beginning and throw in the SAFETY and other RIDICULOUS ITEMS as they happened. The sales person was outstanding - and provided SERVICE! The car/truck had 18 miles on it. Before I left the dealership - I asked a SERVICE Consultant what the BREAK-IN requirements were? I was told - just stay under 75 MPH (at about 600 miles I finally found the BREAK-IN procedures - in your 491 page "Owners Manual." I had probably violated most of them!!! THANKS!) I had spent most of my time - just trying to figure out how to just make the vehicle operate!

TRANSMISSION PROBLEM - SAFETY - Around 100 miles - when the vehicle shifted from first into second gear - it shifted so hard - it almost jerked the steering wheel out of my hand. I immediately took it back to the dealer - hanging on for dear life! They fixed?? it - BUT - I have been really leery of how it shifts - ever since! (Chapman Chevrolet R/O #6021946/1)(Note: at 2458 miles I finally took it back in for a road test. The Transmission Shop Foreman told me my concerns were because the shifting was done BY COMPUTER - and not directly by cable).

REDICULOUS: when I came to pick up my vehicle from the HARD SHIFTING - they couldn't find it? I HAD BECOME A NON-PERSON! I registered my vehicle in my Trust - and that was my "NEW NAME." Took them a LONG TIME - to FINALLY figure out - who I was!!

BACK SEAT - SAFETY: When I put the rear seat down to put items in the back of my vehicle, for a trip, it REQUIRED that I move the front seat forward - and it would NOT go ALL THE WAY BACK AGAIN - with the back seat down - making an UNSAFE driving situation for me!

REDICULOUS: I asked a SERVICE Consultant how this situation could be fixed so I could remove the seat portion of the back seats - so I could move the front seat all the way back into SAFE driving position? The SERVICE Consultant informed me there was no way to do this!!!

I don't think it takes a Rocket Scientists to figure out that all it takes is a double-sided, spring-loaded pin to be inserted in the place of the two bolts holding each of the two rear seats in place. With the seat portion removed - the front seat could then be moved all the way back into a SAFE driving position! Yes? I know - liability! Use spring loaded pins - and when a customer asks/complains - issue them a spring loaded pin - WITH A HANDLE - so they can easily remove the pins - when they wanted to put the back seat(s) down. Rocket Science????

NAOR
2/2/05
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When you PATENT my seat pin idea, I would like my fair share.

TIRE CHAINS: SAFETY and REDICULOUS: Once when I was at the dealership, I asked someone where I could get TIRE CHAINS for my vehicle? I was informed that they WEREN'T RECOMMENDED! There was no other explanation – you know – no SERVICE – or is it called no real communication. Probably both!

Who would have ever thought that a beautiful, big wonderful vehicle like my Trailblazer – that could pull a big trailer – could NOT do any of these things – IN THE SNOW?????

To reduce my VERY HIGH STRESS - I wanted to go to my cabin – in the mountains – during the snow! But not without some tire chains – or some way to get up to my wonder - stress reducing hide-a-way! That was when I finally called the Chevrolet Customer Assistance Center on December 17, 2004 at 6:40PM Mountain. I mentioned the SAFETY problems with the back seat and the tire chains. At 6:51 I was put on hold for her to check on these two SAFETY problems. At 7:00 she came back and informed me that there was nothing available on the back seat problem! On the tire chains – she said it was covered in the 491 page Owners Manual - on page 5-68. That stated: "Do not use tire chains. There is not enough clearance.....

It goes on to say: Use another type of traction device only if its manufacturer recommends it for use on your vehicle and tire size combination and road conditions.....

Where do you provide the CUSTOMER this information?

Anyway – what type of traction device can be used on my 2005 Trailblazer – so I can safely get up to my cabin in the snow? I do NOT want to put snow tires on whenever I decide to take a trip to my STRESS FREE cabin in the snow! I really don't want to put snow tires on – just to go to my cabin – or just drive someplace – and get caught in the snow. I have not had to use my tire chains often, but when I needed them – I really needed them! Can tire cables be SAFELY used on the tires on my 2005 Trailblazer? IF NOT, WHAT?

If you can't find SAFE solutions to my two SAFETY problems – I would really like my money back. That will cause ANOTHER problem – unless I can find a DREAM vehicle that can do everything my Trailblazer was supposed to do – or a replacement for my well maintained truck – that I only used about 2500 miles per year to get up to my cabin – under all conditions.

I don't know if I will ever hear from you sir, but it would be nice! I doubt that you will ever get this letter because the address I was given for the CEO – is the Chevrolet CUSTOMER Assistance Center! I would really like to experience some SERVICE TO ME! The Chevrolet SERVICE – which I have encountered so far has been mostly frustration and stressful to me.

Respectfully,

CC:
NHTSA
Consumer Reports
Car & Driver
TV Channel 12 on Your Side
Chapman Chevrolet