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February 17, 2005

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Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100
Detroit, MI 48265-1000

File Number: [REDACTED]
Service Reque [REDACTED]

Dear Sirs:

This letter is being written as a formal complaint against General Motors (GM), Davidson Chevrolet (Loveland, CO) and Tyrrell-Doyle Auto Center (Cheyenne, WY), service division. Because all of the details of this situation should be included in GM's case file, number [REDACTED], I elect to preclude them from this letter and only give a broad overview along with my concerns.

On November 6, 2004, my wife, Bonnie Walno, took our 2002 Chevrolet Trailblazer (VIN: 1GNDT13SX22[REDACTED]) into Tyrrell-Doyle Auto Center on an emergency basis. While driving the vehicle into Cheyenne, WY, it started making an alarming grinding noise in the rear wheel well on the passenger-side. Upon inspection by the service department staff at Tyrrell-Doyle, it was determined that the rear shock had broken off the frame, something they had not seen before, and therefore, the vehicle was not safe to drive. At that time they gave my wife a rental car, courtesy of GM, to use until a decision as to how to fix the vehicle could be made, and work was completed. At this time, Bonnie informed Jackie Wilson (the assigned service consultant) that we live out of town in rural Wyoming on a ranch and would need a 4-wheel drive vehicle to get around. She was told this was not an option and that a Chevy Impala was all they would offer her, free of charge. Thus, a comparable vehicle was not provided, and as a result, Bonnie was snowed in at our home on numerous occasions unable to meet several obligations. After the first snowstorm, she asked again for a 4-wheel drive vehicle and was denied. Because our Trailblazer was in the shop for almost 30 days, during the winter months, I feel that it would have been appropriate for GM to put my wife in a 4-wheel drive vehicle, at no charge, especially since the vehicle being worked on was a SUV. This situation alone caused us much aggravation and discontent.

On November 8, 2004, my wife called Mr. Scott Hartwigsen of Davidson Chevrolet (the original salesman) to let him know of the damage. He was shocked, because he had never heard of such a thing. He asked her to keep him informed of the situation.

Several days later, Jackie Wilson said that the GM area representative had further inspected the vehicle. Because he had never seen this type of damage before, he had to return to Detroit to determine what type of repair options were possible. One possibility was the replacement of the

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vehicle's frame. He did concur, however, that a faulty weld incurred during the manufacturing of the vehicle caused the damage, and that GM would accept full responsibility.

Bonnie notified Mr. Hartwigsen that the area representative had confirmed the source of the damage and that a possible frame replacement was the only repair option. At this time, Mr. Hartwigsen spoke with the Used Car Manager at Davidson Chevrolet (Doug Vandertyne) and he stated that a frame replacement, even if it were for a vehicle that was not involved in an accident, would decrease the trade-in value of our Trailblazer by a minimum of \$4,000. Bonnie was also told that a frame replacement is a major repair and an extremely in-depth procedure. This appeared to be an extreme measure, and perhaps negotiations could be made to purchase a new vehicle. He advised that we speak with the GM area representative about possibly being compensated for the vehicle as if it was never damaged, offering us a new, comparable vehicle at cost and compensating us for our inconvenience with a "good-will" certificate to help defray the cost of taxes and titling the new car. This sounded very logical and an appropriate and agreeable way to handle the situation.

I also took it upon myself to speak with several area mechanics, and they too advised that a frame replacement was a major undertaking and often does not go without causing other problems, especially in the future. The safety of the vehicle following frame replacement was questionable.

When my wife called Tyrell-Doyle to get the name of the GM representative, the service manager, Gary Jensen, immediately told her that he would replace the frame without hesitation. She was caught off guard by this considering she was calling for another reason. When she told him that was our decision to make, he became angry and told her that he would not release the name of the representative to her and that she could just call the 1-800 number and speak to a customer service representative. She asked him why we had to start at ground zero with someone that didn't know anything about our case when she could speak directly with the representative who was familiar with the situation. He said that is just the way it is and ended the conversation.

Bonnie called Tyrell-Doyle Chevrolet back immediately and asked to speak with a manager. Since Mr. Jensen is the service manager the operator put her in contact with Mr. Dave Miller, the salespeople manager. He very politely explained to her that he believed customers were not allowed to contact area representatives directly, thus why she needed to make a call to GM customer service. He also explained to her that she should have a case file that is linked to the VIN of the vehicle; therefore, allowing the individual she spoke with access to any information pertaining to the Trailblazer. He also gave her the 1-800 number. Why is it necessary to contact a customer service representative who knows nothing about the incident when this situation could have been expedited simply by speaking with the area representative who was familiar with the case? Was Tyrell-Doyle's service department receiving some sort of compensation from GM that they were so adamant and forceful about having the frame replaced, thus ignoring our concerns about the depreciation of our vehicle by doing so? By putting us in contact with a GM customer service representative we really felt put off and disconnected from the situation. It would have been more appropriate and professional to put us in direct contact with someone of

authority who would be able to negotiate with us, and telling Tyrell-Doyle's service department to back off until such discussions were complete.

Bonnie called the GM customer service center and was put in contact with Jolynn Becker. Bonnie told her what the situation was, and that our biggest concern was that the vehicle would be significantly depreciated if the frame was replaced. We wanted to know what other options were available to us. She researched the file and said that there were no other options available. GM had agreed to replace the frame and that was it. I asked if I could speak with her manager and she said that that would not be necessary since this was the final decision made by GM.

Not only did I call Mr. Hartwigsen back to keep him updated on the situation, but I also sought legal counsel from Major Christopher Smith, Judge Advocate General for the Wyoming National Guard, as to my rights as a consumer. I was made aware that this was a basic manufacturing defect for which GM had full responsibility. Under the law, GM could thus be sued for our losses such as the lost use of our vehicle; time spent dealing with this situation, lost value in our vehicle, etc. We are not people who look to sue, but it certainly crossed our minds when we had suffered a loss and GM and its representatives didn't seem to care.

After several conversations going back and forth between Jackie Wilson at Tyrell-Doyle and Jolynn Becker at GM, never making any progress with either one because they both kept telling us that the other had the authority to make decisions regarding any alternatives we presented, Bonnie called Mr. Hartwigsen and asked him to work the situation since he was the one who originally sold the vehicle to us. Jackie Wilson's phone calls were starting to become harassing in nature, and Ms. Becker was complacent. We even offered to have the vehicle towed to Davidson Chevrolet if it would make facilitation of the situation easier. Mr. Hartwigsen assured me that it would not, and asked that we give him a week's time to contact someone at GM and come up with a resolution that would have our best interests in mind. We were confident that Scott would make a difference. However, upon contacting him a week and a half later, he told us that he had had no follow-up from GM and knew nothing. How can an individual who sales cars for GM not have any contact individuals to speak with regarding a situation of this nature? Why doesn't the dealership or the original salesperson accept fault in this situation? Why are they not compelled to remedy the situation or at least help with facilitation efforts? Mr. Hartwigsen was instrumental in guiding and supporting our efforts in the beginning as a third party, but once the ball was placed in his court, he let it drop. Looking back on our conversations, it almost seems like he wanted us to fight for compensation for our damaged vehicle from Tyrell-Doyle and encouraged us to bring the check to him to purchase a new Trailblazer. The bottom lines appear to be that Mr. Hartwigsen had his best interests in mind, not ours!

Because we do not feel like valued patrons of Davidson Chevrolet, and know in the future if something like this would happen again we would not be supported, we have asked not to be contacted by them or Mr. Hartwigsen in the future. My wife also informed them that we would not be purchasing any additional vehicles from their dealership nor would we be referring family or friends to do so.

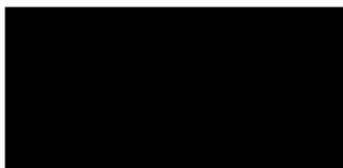
We did, as a last resort, purchase a new 2004 Trailblazer from Tyrrell-Doyle Chevrolet. Mr. Bobby Tompkins, Mr. Jeff Fardin and Mr. Dave Miller were instrumental in facilitating this transaction, turning a horrific situation into a tolerable one. Although they treated us with the utmost respect and worked with us to come up with a purchase agreement, the experience was not an emotionally pleasant one because it was a forced situation. It was an attempt to put my wife and kids into a safe vehicle. I was truly stuck between a rock and a hard place without much bargaining leverage.

The bottom line in this situation is that we were not in the market to purchase a new vehicle. The faulty frame that resulted in the shock breaking free is a scary reality, one thankfully that did not come to fruition while my wife and young children were driving down the highway at 75 mph! This was a dramatic defeat in the manufacturing of the vehicle that forced us to purchase a new vehicle. I am disappointed that at no time during this ordeal did the area representative or someone of higher authority contact us to facilitate a negotiation. We have been Chevrolet customers since the purchase of our first vehicles, but question whether we are valued patrons. All we asked is that we were fairly compensated for our Trailblazer as if it were never damaged, to be able to purchase a new vehicle at cost (why should anyone benefit from our misfortune which you accepted responsibility for) and to be compensated in cash that we would be out to pay the taxes on and license the vehicle (over \$1,600.00!). I don't think any of these requests were unreasonable considering the time, inconvenience and aggravation we were put through. Jolynn Becker was able to offer us a Smart Care Plan, but this was just a band-aid.

Now we are faced with a situation where our new Trailblazer needs minor repair work done and the service department at Tyrrell-Doyle is not cooperating with us in completing work as requested or ordering parts in a timely manner. This too is causing much aggravation and disdain, which in turn, is causing buyers remorse. A feeling that I am sure GM does not want its customers to realize.

Throughout this ordeal, we were told over and over again that GM is able to offer "good-will" certificates that are used to show their customers how much they are valued when bad situations are experienced. I feel the facts that we were not given a comparable replacement vehicle, never contacted by the area representative, bounced between Tyrrell-Doyle's service department and the customer service department at GM, receiving harassing phone calls from Tyrrell-Doyle threatening us if we did not have the frame fixed, and the fact that neither the dealership nor the salesperson at Davidson Chevrolet helped in facilitation measures are just a few examples why we feel devalued in this situation. We would appreciate your review of our case file and future improvements implemented in the way these situations are handled. We have been Chevrolet customers for over 30 years, but if our patronage does not mean anything to you, we will be forced to take our business elsewhere.

Sincerely,



**Cc: Customer Assistance Center, Chevrolet Division
Chevrolet Customer Satisfaction
Administrator, National Highway Traffic Safety Administration
State of Wyoming Attorney General**