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[REDACTED]
Midland City, Alabama [REDACTED]

January 30, 2005

Chevrolet Corporation
Post Office Box 33170
Detroit, Michigan 48232-5170

Re: 2002 Chevrolet Trailblazer
VIN: 1GNDS13S822 [REDACTED]

Dear Sir or Madam:

We purchased a 2002 Chevrolet Trailblazer on September 7, 2004. The manufacturers warranty was still in effect when we purchased the car. In November 2004, we noticed a vibration as well as having to press the brakes all of the way to the floor board when we braked. We took the vehicle to Big 10 Tires in Dothan, Alabama (please see enclosed invoice). Upon checking the brakes, it was noted that the rotors were badly corroded and coming apart. We were informed that we should check to see if a recall had been issued on the brakes or rotors as Big 10 Tires has had several 2002 Chevy Trailblazers in their facility with the same problem. We called Solomon Chevrolet in Dothan, Alabama and had the vehicle inspected by their service department. We were informed that there was no recall and the problem would not be covered under warranty because the vehicle had been purchased used from someone up north. We purchased rotors for the front and back as well as brake pads. We made two purchases for these items. One purchase was from O'Reilly Auto Parts in Dothan, Alabama. We were advised by O'Reilly's that they sell, on average, about 6 sets of rotors per month for 2002 Chevy Trailblazers. Upon our purchase from Advance Auto Parts, we were told that they kept plenty of rotors for the 2002 Chevy Trailblazer because they are in high demand. We replaced our rotors and pads. Unfortunately, that has not completely remedied our situation. Now, our Trailblazer makes a terrible squeal when we apply the brakes. We contacted Auto Zone in Dothan, Alabama and asked if there was anything that we could buy to help the squeal. We were told by Auto Zone that we should contact the Chevy dealer in Dothan about our problem. We have not done this due to their lack of assistance the first time in their service department.

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2/17/05

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Midland City, Alabama [REDACTED]

By way of this letter, we are requesting that a defects investigation be conducted on the 2002 Chevrolet Trailblazer. Although there have been no injuries due to this problem, we are out of pocket over \$400 when this problem should have been considered an "under warranty" problem. We would also like to request the Chevrolet Corporation reimburse our out of pocket expenses for this problem. I have enclosed what receipts I could find.

Thank you for your time and attention to this matter.

Sincerely,
[REDACTED]

Enclosures

cc: U.S. Department of Transportation
National Highway of Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, Southwest
Washington, D.C. 20590

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).