

Wellesley, MA

2005 APR 18, 2005

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Mr. G. Richard Wagoner, Jr.
Chairman and Chief Executive Officer
General Motors Corporation
100 Renaissance Center
Detroit, MI 48265

Dear Mr. Wagoner;

The mark of a great CEO is the ability to listen to customers, evaluate and correct problems. When the issue is serious enough for the customer to not only write to you but to state his/her sincere questioning of future purchases of your product, you should not delegate that responsibility.

I am 58 and have had a number of automobiles, some used but mostly new. The vast majority have been General Motors products. At the moment we own a 2001 Chevrolet Blazer and a 1996 Chrysler Sebring convertible.

I can say with no doubt in my mind that the Blazer is the worst vehicle I have ever owned. The attached summary of maintenance/repairs reflects 20 visits to the dealership for a cost of \$5,119.43. We have owned it almost exactly 3 years. I have also included a chart from the Edmunds web site that shows we have far exceeded the anticipated maintenance/repair costs for the three years (\$770) and in fact are just about at what one would have expected for five years of ownership.

Almost every month we play the same game in our house- "What will break down on the Blazer next?" This has shaken my confidence in General Motors quality so severely that I can guarantee that not only will we never buy another Blazer we are now debating if another General Motors product will be in our future. I intend to get a replacement vehicle within the next 12-18 months for my 1996 Chrysler. Given the trend we have seen with the Blazer- I do not expect it will hold up much longer than that either.

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In truth I do not know what to expect from you. I do feel that you need to be aware when the quality of your product reaches such a low point as to potentially lose life-long customers.

Most Sincerely Yours;



C/c



U.S. Department of Transportation,
National Highway Traffic Safety Administration,
Defects Investigation,

N.S.
400 7th St. N.W.
Washington, D.C. 20590

Consumer reports
101 Truman Ave.
Yonkers, NY 10703-1057