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Beaufort, SC

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April 27, 2005

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210, 400 7th Street, SW
Washington, DC 20590

Re: 2002 Trailblazer with recall for stoplight assembly defect – Parks Chevrolet (Beaufort, SC) Service Manager refused to affect repairs after several attempts by owner and previous inspection by Parks personnel.

Dear Sirs:

I purchased a new 2002 Chevrolet Trailblazer from Parks Chevrolet in Beaufort, South Carolina. I received numerous safety recall notices regarding air bags, defective stop light assemblies, etc. A neighbor warned me several months ago that the stoplights were not working. I contacted Parks Automotive Group, Beaufort, SC to request the repairs and presented the vehicle for inspection. Joe at the Parks service department inspected the vehicle, performed the seat belt tests and informed me that both of the tail light assemblies required replacement under the recall notice at no charge to me. He also informed me that the parts were not available so he would order the assemblies and call me when they arrived. No delivery date was available.

Parks subsequently called my home number, as opposed to my office number when the parts arrived, thereby causing a delay. When I inquired about the parts in a subsequent call to Parks, I was informed that the parts were "sold" to another customer. I requested a re-order, availability date and a call to the proper number at my office to prevent any further delay in correcting this serious safety defect.

Parks called me recently to inform me that my parts were available and I presented the vehicle and arranged an appointment for the replacement. Upon return for the appointment on 4/25/05, I was made to wait for over 2 hours for repair ticket #8441. Mr. Terry Gallagher, Parks Automotive Group Service Manager, then told me that he refused to allow his technician to perform the repair of the left light due to a minor accident I had the previous Sunday that damaged the lower portion of the lens covering only the backup light. I informed him of the history of several requests and promises by Parks staff to replace both lens assemblies and approximate dates. He went into the office to investigate my statements. Then he informed me that the lens assembly replacement I was promised was not true and that they were only required to replace the circuit board sub-assembly not the entire assembly as previously promised and advertised on the Internet as appropriate in such cases. He further advised me that the recall did not have to be accomplished until I replaced the left lens.

*Heathman
5/24/05*

We inspected the vehicle and I showed him the green tree bark, proving that the lens was broken only recently, and after several deliveries of the vehicle for inspection and replacement of well-known defects during the previous three months.

I advised Mr. Gallagher that I was dissatisfied with his representation, the previous promise to replace the entire defective assemblies, his refusal to repair the left side and my intent to report this to the Chevrolet Zone Manager for escalation. He claimed to have the recall notice and refused to honor the recall notification. I requested the zone manager name and telephone number refused that information, claiming he did not know the number. Instead, Mr. Gallagher gave me his card with the 800 numbers for Chevrolet Customer Service to obtain that information and file a complaint. Parks supposedly repaired the right side, and I left the dealership with the 800 numbers for Customer Service. The Chevrolet customer service attendant was extremely rude and interrupted me on four separate occasions during a cell phone conversation returning to my home. I detailed the above information. She refused to allow me access to the Chevrolet Zone Manager repeatedly and unprofessionally. I subsequently called Mr. Terry Gallagher again to inform him of the rude conduct of the Chevrolet Customer Service and again requested contact information for the Chevrolet Zone Manager.

Mr. Gallagher refused to give me the number, but said he did know his voicemail number and would leave a message that I requested a call from the Zone Manager. This clearly shows that Mr. Gallagher intentionally mislead me earlier in the day in telling me that he had no number for the manager. I believe that his intent was to force me to pay Parks a very large sum to replace the lens at a much higher price than I could obtain the same elsewhere. I informed him of my intent to secure the lens and that the repair should be made. I further believe that his profit incentive caused him to make a very poor decision to instruct his service technician not to repair the left side. I took the vehicle home, returned today to demand replacement, and _____ approached the Parks service technician to ask if he replaced the right side. The tech informed him that he replaced the board on the right side only and that the stoplight was not functioning when he completed the work, further confirming that the entire assembly needs replacement as previously promised by Parks staff. He further stated that he did not know why it did not work and guessed it may be a fuse.

This was today at approximately 6 PM, after I have driven the vehicle for two days with the expectation that repairs made the vehicle at least minimally safe to drive. Within a mile of my return trip this afternoon, another motorist signaled me to stop and he graciously informed me that neither of my stoplights was working. I returned the vehicle to an aftermarket shop and consulted three people who confirmed that the fuses were working properly after more than 90 minutes of inspection and research. They advised returning the vehicle to Parks to properly perform the safety recall replacements as required by Federal rules.

