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Dear Consumer Advocate: 2005 JUL 22 AM 11:50

I am sending you this info with hopes that you may in some way help me resolve my issues with White Allen Chevrolet & General Motors.

I have been very patient in my dealings with them for 2 years now & I truly believe that I have been wronged. I have taken all the right steps thru Chevrolet & have been told that my vehicle is "normal".

Please feel free to call me if there are any questions or if you need more info.

Thank you in advanced for taking the time to help me.

Sincerely:

[Redacted signature]

[Redacted address]

Margaret
7/26/05

Att. Mike Fasick, Service Manger - White-Allen Chevrolet

Dear Mr. [REDACTED]

As a courtesy to your dealer, I would like to give you one last chance to rectify what has become a very difficult & unfair situation.

The purpose of this letter is to inform you that if you do not resolve the dispute I have with your business in a fair & equitable way by July 1, 2005, I have no choice but to take my complaint to the other organizations listed on the enclosed page.

I want to believe that Chevrolet is a fair & honest company. I have purchased many Chevy's in my time & have had my share of problems getting action when needed. I have been to the mountain with this one & have gotten no satisfaction. Please make things right so that I don't have to take the next step.

What I am requesting is that you install a new engine in my 2001 Silverado to rectify the oil consumption problem.

Please understand that time has run out on this issue. As you can see by the enclosed letter describing my problems & the way I have been treated, & the list of reporters & government agencies on the following sheet, I am prepared to take action on July 1, 2006 if your dealer does not follow thru & resolve this situation in a way that is fair & equitable to me.

I have contacted the G.M. Help line & spoke with Ashley Utterman, 1 (866) 932-4368 Ext. 38023. The case # is [REDACTED] I received no resolve from them either, but you may want to speak with her.

Now it's up to you. I look forward to hearing from you soon.

Sincerely, [REDACTED]

[REDACTED]
Springfield, Ohio

Home Phone [REDACTED]

Cell Phone - [REDACTED]

Enclosures:

1. Letter describing the situation & how you can resolve it.
2. List of people & organizations letter will be mailed & faxed to if the situation is not resolved by deadline

Att. Mike Fasick, Service Manager - White-Allen Chevrolet

Dear Mr. Fasick

I am writing to you because I'm very frustrated & disappointed with the way your company handled my complaint. I have made many requests for you dealer to rectify the situation I will describe below.

In August 2002 I purchased a 2001 Silverado "Demo" from your dealership, & right from the start I begin to have oil consumption problems. I have had the vehicle back to your service department several times for help. Just recently I called General Motors, & just like with you I have gotten no satisfaction from them either.

I would like you to install a new engine in my truck. There is no industry standard that says a gas engine should burn 1 quart of oil in 1,000 miles, & turn on the low oil level warning light before I get to the recommended 3,000 mile oil change interval.

Needless to say, this is unsatisfactory. I wonder if you treat all you customers the same way you treated me.

I must say that I am very disappointed with your dealer & Chevrolet that you have not resolved this problem in a fair & equitable way. I can't imagine ever buying another G.M. product, or recommending one to any other person if this is not resolved.

Sincerely:

Springfield, Ohio

If this matter is not resolved in a satisfactory manner by July 1, 2005, the letter will be faxed & mailed to the following numbers & people.

Fax #'s

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

(202) 366-7882

Attorney General Jim Petro
State Office Tower 30 E. Broad Street 17th Floor
Columbus, Ohio 43215-3428

(614) 466-5087

Attorney General Mike Cox
G. Mennen Williams Building, 7th Floor
525 W. Ottawa St.
P.O. Box 30212
Lansing, MI 48909

(517) 373-3042

Network
Consumer Affairs Correspondent
Ohio News Network
770 Twin Rivers Dr.
Columbus, Ohio

(614) 280-3615

Nathan, Howard
WDTN-TV 4595 S Dixie Dr
Dayton, Ohio 45401-0741

(937) 296-7147

Milnac, Jill
WHIO-TV
1414 Wilmington Avenue
Dayton, Ohio 45401

(937) 259-2166

Investigative News Reporter
WRGT-TV
45 Broadcast Plz
Dayton, Ohio

(937) 268-5265

Spencer, Ruth
WDIV-TV
550 W Lafayette Blvd.
Detroit, MI

(313) 222-0592

BBB of Dayton/Miami Valley, Inc.
40 W. Fourth Street, Ste. 1250
Dayton, Ohio 45402-1830

(937) 222-3338