

CL-10184767-3427



DARRELL V. McGRAW, JR.
ATTORNEY GENERAL

PHYSICAL ADDRESS:
812 Quarrier St.
Charleston, WV 25301

MAILING ADDRESS:
P. O. Box 1789
Charleston, WV 25326-1789

E-Mail: consumer@wvago.gov
<http://www.wvago.us>

STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL

February 20, 2007

Consumer Protection
and Antitrust Division
(304) 558-8986

Preneed Funeral Services
(304) 558-8986

Consumer Hotline
1-800-368-8808

FAX: (304) 558-0184

Office of Defects Investigation
400 7th Street, S.W.
Washington, DC 20590

Re: [REDACTED]
[REDACTED]
Chapmanville, WV [REDACTED]

Dear Sir or Madam:

Enclosed please find a copy of a consumer complaint sent to our office. We would appreciate you investigating this consumer's complaint to determine whether there has been a violation of the laws that you administer or enforce. Please feel free to contact me if you have any questions regarding this matter.

Very truly yours,

Stephanie Groom
Stephanie Groom
Mediator
Consumer Protection and
Antitrust Division

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Enclosure

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RECEIVED

http://www.wvago.us

E-Mail: consumer@wvago.gov

JAN 31 2007

CONSUMER COMPLAINT

1. PARTY COMPLAINING

Mr. Mrs. Ms.

Name: [Redacted]

Mailing Address: [Redacted]

City: Chapmanville State: WV

County: Logan Zip Code: [Redacted]

Home Telephone: [Redacted]

Work Telephone: [Redacted]

Cell Telephone:

Email:

2. COMPLAINT AGAINST

Business Name: Thornhill Superstore

Address: Rt 119 Trace Fk Rd.

City: Chapmanville State: WV

County: Logan Zip Code: 25508

Telephone: 304 855 1400

Name of person you dealt with: Mike Cook + Frank Stamp

Title: manager (service dept)

Best time to contact me:

3. Date of purchase or transaction: vehicle was purchased 11-2001

4. Product or service involved: Repairs on 2002 Chevrolet Trailblazer

5. Price and terms of payment: vehicle is paid for

6. Type of payment: Cash Loan Credit Card Wire Transfer
 Please check Check Installment Debit Card Western Union
 all that apply Other vehicle was paid off in 2006 PayPal

7. A. If your purchase was financed, please provide the name, address, and telephone number of the finance company:
 GMAC PO Box 8100 Hunt Valley MD 21030

B. If your complaint concerns product defects or repairs, please provide the name, address, and telephone number of the manufacturer:
 General Motors, David Nickel 1800 222 1020

C. If your complaint is against a debt collector, please provide the name, address, and telephone number of the original creditor:

8. First contact between you and individual/business:

- Person came to my home
- Went to place of business
- Received information in the mail
- Responded to a radio – TV – printed advertisement
- Telephoned the business/individual
- Received telephone call from business/individual
- Email
- Internet

Name and address of publication – TV – radio station where offer was advertised: _____

Have you contacted the publication, TV or radio station? Yes No

9. Where did the purchase/transaction take place?

- At my home
- Over the telephone
- There was no transaction
- Wire Transfer
- At the place of business
- By mail
- Internet
- Other _____

10. Have you contacted the business about your complaint? Yes No

11. Have you filed this complaint with any other agency or organization? ... Yes No

If Yes - Identify organization: _____

What action was taken? _____

12. Describe any legal action you have taken: _____

13. Did you sign a contract? Yes No

14. Did you receive a copy of the contract? Yes No

15. Did you receive a 3-Day Right to Cancel? Yes No

16. Is there a warranty involved? Yes No

Attach copies of all documents – front and back – related to the transaction.

If statements or promises were not in writing, describe them in Question 17.

**If you need additional space to tell what happened,
please continue on a separate page and attach it to your complaint.**

17. Please describe your complaint Detail: Some type of electrical blem causes a loud "pop" to come thru the speakers which caused the radio to short out and the speakers to blow. The radio was been Replaced several times and the speakers have been Replaced. The amplifier has also been Replaced. On none of the occasions were they able to find the electrical problem and resolve it. They have checked the key switch and provided several diagnostic checks but could not determine what is causing this. I have been very vocal that I would feel more comfortable finding the initial problem than to just replace the broken parts after the fact. Since it is electrical, I fear that the vehicle may catch fire. Thornhill's has been very accomadating so far because it has been the same problem over and over. My opinion is that it has never been fixed. If it was fixed the first time, they wouldnt have had to replace the same things time and time again.

18. How do you want your complaint resolved? I want the problem fixed. Instead of replacing the broken parts, I want to find the problem and correct that.

The information you provide will be used in efforts to resolve your problem and may be shared with the party complained against. It may also be used to enforce applicable state laws.

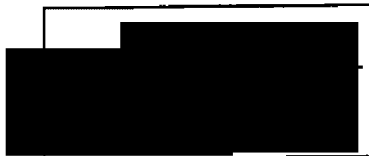
I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Attorney General's Office.

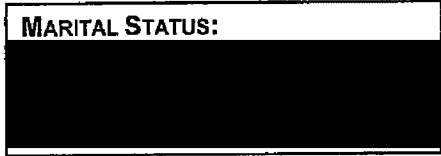
I certify that all information on this form is true and accurate to the best of my knowledge and belief, and that I have the legal authority to submit this claim.

SIGNATURE (Required) 

DATE 1-29-07

Optional:



MARITAL STATUS:


RACE:


Return this form and copies of your papers to:

Office of the Attorney General
Consumer Protection Division
PO Box 1789
Charleston, WV 25326-1789

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12:18:48

HISTORY LISTING

3010

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1GNDT13S222 [REDACTED]

R.O NO. : 146350 R.O DATE : 12/22/2005 R.O TYPE : S
MILEAGE : 46351 ADVISOR NO. : 325

JOB NUMBER : 1 OPERATION 01PNZ OP. DESC. *GENERAL MAINT WORK
SALE TYPE : C TECHNICIAN NO(S). 361
COMPLAINT : GM GOODWRENCH QUICK LUBE PLUS
CORRECTION : Oil & Filter Change W/ Lube 4.2L 02/05

JOB NUMBER : 2 OPERATION 01PNZ0ROT OP. DESC. *ROTATE ALL 4 TIRES
SALE TYPE : C TECHNICIAN NO(S). 351
COMPLAINT : ROTATE TIRES
CORRECTION : ROTATE ALL FOUR TIRES

R.O NO. : 142098 R.O DATE : 09/08/2005 R.O TYPE : S
MILEAGE : 45737 ADVISOR NO. : 201

JOB NUMBER : 1 OPERATION 60PNZ OP. DESC. RADIO/SOUND SYS WORK
SALE TYPE : C TECHNICIAN NO(S). 175
COMPLAINT : STEREO WONT PICK UP ANY STATIONS
CORRECTION : PLUGGED ANTENNA UP

R.O NO. : 141814 R.O DATE : 09/01/2005 R.O TYPE : S
MILEAGE : 45704 ADVISOR NO. : 286

JOB NUMBER : 1 OPERATION 77PNZ OP. DESC. INTERIOR TRIM WORK
SALE TYPE : C TECHNICIAN NO(S). 286
COMPLAINT : THE MIDDLE SEAT BELT IN THE SECOND ROW LOCKS UP AS SOON
AS YOU FASTEN SEAT BELT
CORRECTION : SEAT BELT WORKING AS DESIGNED

JOB NUMBER : 2 OPERATION 13PNZ OP. DESC. COOLING SYSTEM WORK
SALE TYPE : W TECHNICIAN NO(S). 189
COMPLAINT : WHENEVER YOU GO TO DEFROST YOU CAN HEAR A CLICKING SOUND
CAUSE : SEE GM TSB #04-01-38-002
CORRECTION : REPLACED MODE ACTUATOR AND MODE VALVE PER TSB# 04-01-38-002
ONE TIME GOODWILL WARRANTY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
141814 D1808

JOB NUMBER : 3 OPERATION 99PNZ01 OP. DESC. RENTAL CAR
SALE TYPE : I TECHNICIAN NO(S). 286
COMPLAINT : RENTAL CAR
CORRECTION : 1-DAY RENTAL CAR
Z7901

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R.O NO. : 139746 R.O DATE : 07/14/2005 R.O TYPE : S
MILEAGE : 44330 ADVISOR NO. : 201

JOB NUMBER : 1 OPERATION D1PNZ OP. DESC. *GENERAL MAINT WORK
SALE TYPE : C TECHNICIAN NO(S). 355
COMPLAINT : GM GOODWRENCH QUICK LUBE PLUS
CORRECTION : Oil & Filter Change w/ Lube 4.2L 02/05

R.O NO. : 135285 R.O DATE : 04/05/2005 R.O TYPE : S
MILEAGE : 40645 ADVISOR NO. : 270

JOB NUMBER : 1 OPERATION C1PNZ OP. DESC. *GENERAL MAINT WORK
SALE TYPE : I TECHNICIAN NO(S). 344
COMPLAINT : GM GOODWRENCH QUICK LUBE PLUS
FREE OIL CHANGE PER BRETT SEE INVOICE ON BACK
CORRECTION : GM GOODWRENCH QUICK LUBE PLUS
GOODWILL

R.O NO. : 133301 R.O DATE : 02/17/2005 R.O TYPE : S
MILEAGE : 39208 ADVISOR NO. : 201

JOB NUMBER : 1 OPERATION 60PNZ OP. DESC. RADIO/SOUND SYS WORK
SALE TYPE : W TECHNICIAN NO(S). 320
COMPLAINT : STEREO KEEPS BLOWING SPEAKERS-AMP
SOP HERE
CAUSE : GROUNDED
CORRECTION : SPEAKER, RADIO - REPLACE
REAR DOOR - RIGHT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
133301 R0950

COMMENTS : NEXT OIL CHANGE FREE PER BRETT (FRANK)

R.O NO. : 131991 R.O DATE : 01/18/2005 R.O TYPE : S
MILEAGE : 38375 ADVISOR NO. : 23925

JOB NUMBER : 1 OPERATION 60PNZ OP. DESC. RADIO/SOUND SYS WORK
SALE TYPE : I TECHNICIAN NO(S). 323
COMPLAINT : POPPING NOISE COMING THROUGH RADIO AND SPEAKERS
WHEN KEY IS TURNED OFF, ALSO WHEN THIS OCCURS
RADIO WILL LOOSE ALL PRESETS, RIGHT REAR SPEAKER
ALSO NOT WORKING

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CAUSE : WIRNING HARNESS GOING TO AMPLIFIER IS SHORTED OUT
ALSO AMP IS SHORTED OUT
CORRECTION : ORDERD AMP AND HARNESS

R.O NO. : 130072 R.O DATE : 12/02/2004 R.O TYPE : S
MILEAGE : 36935 ADVISOR NO. : 270

JOB NUMBER : 1 OPERATION 60PNZ OP. DESC. RADIO/SOUND SYS WORK
SALE TYPE : W TECHNICIAN NO(S). 320
COMPLAINT : REAR SPEAKERS WILL NOT WORK
SOP (ORDERED RADIO)
CAUSE : INOP
CORRECTION : REFLACED RADIO

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
130072 R0763

JOB NUMBER : 2 OPERATION 02PNZ04087 OP. DESC. TAIL LAMPS/STOP LAMP
SALE TYPE : W TECHNICIAN NO(S). 320
COMPLAINT : TAIL LAMPS/STOP LAMPS
04087
CAUSE : PRODUCT SAFETY RECALL
CORRECTION : INSPECT & REPLACE ONE OR BOTH TAIL LAMP CIRCUIT BOARDS &
LAMPS.
V1265-.3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
130072 V1265

JOB NUMBER : 3 OPERATION 60PNZ-1 OP. DESC. RADIO/SOUND SYS WORK
SALE TYPE : W TECHNICIAN NO(S). 320
COMPLAINT : REAR SPEAKERS NOT WORKING
CAUSE : INOPERATIVE
CORRECTION : SPEAKER, RADIO - REPLACE
REAR DOOR - LEFT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
150072 R0951

R.O NO. : 129892 R.O DATE : 11/29/2004 R.O TYPE : S
MILEAGE : 36809 ADVISOR NO. : 270

JOB NUMBER : 1 OPERATION 60PNZ OP. DESC. RADIO/SOUND SYS WORK
SALE TYPE : C TECHNICIAN NO(S). 320
COMPLAINT : REAR SPEAKERS NOT PLAYING
CORRECTION : PART ORDERED PART#15058233
ORDERED AS GOODWILL PER BT

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R.O NO. : 129455 R.O DATE : 11/18/2004 R.O TYPE : S
 MILEAGE : 36440 ADVISOR NO. : 270

JOB NUMBER : 1 OPERATION 60PNZ OP. DESC. RADIO/SOUND SYS WORK
 SALE TYPE : C TECHNICIAN NO(S). 320
 COMPLAINT : REAR SPEAKERS QUIT WORKING AFTER A POP IN THE DASH AREA
 THE POP STILL HAPPENS AT ENGINE SHUT OFF AT TIMES
 WHEN THIS OCCURS THE MEMORY FOR THE CLOCK AND RADIO STATION
 PRESETS ARE LOST
 CORRECTION : ORDERED RADIO

JOB NUMBER : 2 OPERATION 02PNZ03012 OP. DESC. TRANSMISSION SHIFT L.
 SALE TYPE : W TECHNICIAN NO(S). 320
 COMPLAINT : 03012-TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVER-
 RIDE COMPLIANCE
 CAUSE : F/CMVSS NONCOMPLIANCE RECALL
 CORRECTION : INSTALL PLUG & REMOVE OVERRIDE LEVER. TRAILBLAZER, TRAILBLAZER
 EXT, ENVOY, ENVOY XL, BRAVADA, V0994-.3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 129455 V0994

JOB NUMBER : 3 OPERATION 02PNZ04005 OP. DESC. WINDSHIELD WIPER OPE
 SALE TYPE : W TECHNICIAN NO(S). 320
 COMPLAINT : WINDSHIELD WIPER OPERATION
 04005
 CAUSE : PRODUCT SAFETY RECALL
 CORRECTION : INSPECT WSW MODULE & INSTALL SEAL ASM
 V1115-.6

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 129455 V1115

JOB NUMBER : 4 OPERATION 02PNZ04057 OP. DESC. FRONT SEAT BELT RETR
 SALE TYPE : W TECHNICIAN NO(S). 320
 COMPLAINT : FRONT SEAT BELT RETRACTOR NONCOMPLIANCE
 D4C37
 CAUSE : F/CMVSS NONCOMPLIANCE RECALL
 CORRECTION : INSPECT SEAT BELT RETRACTORS, NO FURTHER ACTION REQUIRED
 V1167-.3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 129455 V1167

R.O NO. : 125820 R.O DATE : 09/02/2004 R.O TYPE : S
 MILEAGE : 34589 ADVISOR NO. : 270

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JOB NUMBER : 1 OPERATION 82PNZ OP. DESC. AS PER ESTIMATE
 SALE TYPE : W TECHNICIAN NO(S). 29
 COMPLAINT : QUATER PANEL AT ROOF SEAM SEALER CRACKING AND RUSTING AT D/S
 REAR DOOR AT THE TOP
 CAUSE : SEAM CRACKED
 CORRECTION : QUATER (COMPLETE)
 REFINISH/CLEAR COAT - LEFT
 SUBLETED TO AUTO BODY SPECIALISTS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 125820 A219L

JOB NUMBER : 2 OPERATION 99PNZ01 OP. DESC. RENTAL CAR
 SALE TYPE : W TECHNICIAN NO(S). 126
 COMPLAINT : RENTAL CAR
 CORRECTION : 2-DAY RENTAL CAR
 Z7902

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 125820 Z7902

R.O NO. : 125307 R.O DATE : 08/20/2004 R.O TYPE : S
 MILEAGE : 34356 ADVISOR NO. : 332

JOB NUMBER : 1 OPERATION 77PNZ OP. DESC. INTERIOR TRIM WORK
 SALE TYPE : W TECHNICIAN NO(S). 323
 COMPLAINT : FULL DOWN STRAP ON REAR HATCH BROKEN SOP
 SOP
 CAUSE : BROKEN
 CORRECTION : HANDLE AND/OR ESCUTCHEON, LIPGATE - REPLACE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 125307 C4880

R.O NO. : 124907 R.O DATE : 08/11/2004 R.O TYPE : S
 MILEAGE : 34111 ADVISOR NO. : 23925

JOB NUMBER : 1 OPERATION 77PNZ OP. DESC. INTERIOR TRIM WORK
 SALE TYPE : C TECHNICIAN NO(S). 288
 COMPLAINT : REAR GATE STRAP LOOSE
 CORRECTION : ORDERED REAR GATE STRAP

JOB NUMBER : 2 OPERATION 82PNZ OP. DESC. AS PER ESTIMATE
 SALE TYPE : C TECHNICIAN NO(S). 288
 COMPLAINT : VEHICLE HAS CRACK ON TOP OF VEHICLE NEXT TO LUGGAGE RACK
 CORRECTION : CUSTOMER TAKING VEHICLE TO AUTO BODY SPECIALIST
 FOR ESTIMATE

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JOB NUMBER : 3 OPERATION 01PNZ20PTSINSPE OP. DESC. 20 POINT INSPECTION
 SALE TYPE : I TECHNICIAN NO(S). 288
 COMPLAINT : 20 POINT INSPECTION
 CAUSE : NEEDS AIR FILTER, FUEL FILTER, ALIGNMENT
 CORRECTION : 20 POINT INSPECTION

R.O NO. : 110294 R.O DATE : 09/09/2003 R.O TYPE : S
 MILEAGE : 25143 ADVISOR NO. : 308

JOB NUMBER : 1 OPERATION 15PNZ OP. DESC. STEERING/SUSPENSION
 SALE TYPE : W TECHNICIAN NO(S). 307
 COMPLAINT : CUSTOMER STATES SWAY BAR IS BROKEN
 CAUSE : BAR BROKEN
 CORRECTION : SHAFT, REAR STABILIZER - REPLACE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 110294 24150

JOB NUMBER : 2 OPERATION 99PNZ01 OP. DESC. RENTAL CAR
 SALE TYPE : W TECHNICIAN NO(S). 308
 COMPLAINT : RENTAL CAR
 CORRECTION : 1-DAY RENTAL CAR
 Z7901

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 110294 27903

R.O NO. : 105879 R.O DATE : 06/10/2003 R.O TYPE : S
 MILEAGE : 23329 ADVISOR NO. : 23925

JOB NUMBER : 1 OPERATION 15PNZ OP. DESC. STEERING/SUSPENSION
 SALE TYPE : W TECHNICIAN NO(S). 13877
 COMPLAINT : GRINDING NOISE COMING FROM LEFT FRONT WHEEL WHEN TURNING
 A SHARP LEFT CURVE
 CAUSE : MISALIGNED CAUSING SHIELD TO TOUCH ROTOR
 CORRECTION : SHIELD, DISC BRAKE SELASH - R&R OR REPLACE
 TO REPOSITION SHIELD, KEEP FROM TOUCHING ROTOR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 105879 HG15D

JOB NUMBER : 2 OPERATION 02PNZ03012 OP. DESC. TRANSMISSION SHIFT L
 SALE TYPE : C TECHNICIAN NO(S). 140
 COMPLAINT : 05-012-TRANSMISSION SHIFT LOCK AND IGNITION KEY RENCVAL OVER-
 RIDE COMPLIANCE
 CAUSE : F/CMVSS NONCOMPLIANCE RECALL
 CORRECTION : PARTS ORDERED

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JOB NUMBER : 3 OPERATION 02PNZ03013 OP. DESC. INSTRUMENT PANEL CLU
 SALE TYPE : W TECHNICIAN NO(S). 140
 COMPLAINT : 03013-INSTRUMENT PANEL CLUSTER GAUGES INOPERATIVE
 CAUSE : CUSTOMER SATISFACTION PROGRAM
 CORRECTION : REPROGRAM IP CLUSTER
 V0995-.4

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 105879 V0995

JOB NUMBER : 4 OPERATION 01PNZ20PTSINSPE OP. DESC. 20 POINT INSPECTION
 SALE TYPE : C TECHNICIAN NO(S). 140
 COMPLAINT : 20 POINT INSPECTION
 CORRECTION : 20 POINT INSPECTION

R.O NO. : 102133 R.O DATE : 03/19/2003 R.O TYPE : S
 MILEAGE : 19639 ADVISOR NO. : 270

JOB NUMBER : 1 OPERATION 50PNZ OP. DESC. ELECTRICAL BODY WORK
 SALE TYPE : W TECHNICIAN NO(S). 291
 COMPLAINT : REAR WIPER DOES NOT TOUCH BACK GLASS
 CAUSE : MISADJUSTED
 CORRECTION : R AND R REAR WIPER ARM TO READJUST
 CLOSEST OPERATION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 102133 B1785

R.O NO. : 98751 R.O DATE : 01/03/2003 R.O TYPE : S
 MILEAGE : 16874 ADVISOR NO. : 201

JOB NUMBER : 1 OPERATION 15PNZ OP. DESC. STEERING/SUSPENSION
 SALE TYPE : C TECHNICIAN NO(S). 262
 COMPLAINT : GRINDING NOISE IN FRONT END
 CUSTOMER WAS TOLD BY ANOTHER SHOP THAT CALIPER WAS BAD
 CORRECTION : CUSTOMER CONCERN NOT DUPLICATED AT THIS TIME

JOB NUMBER : 2 OPERATION 55PNZ OP. DESC. ELEC INSTRUMENT WORK
 SALE TYPE : C TECHNICIAN NO(S). 262
 COMPLAINT : CLUSTER INTERMITTENTLY GOES OUT
 CORRECTION : CUSTOMER CONCERN NOT DUPLICATED AT THIS TIME

JOB NUMBER : 3 OPERATION 82PNZ OP. DESC. AS PER ESTIMATE
 SALE TYPE : C TECHNICIAN NO(S). 10550
 COMPLAINT : PAINT PEELING

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CORRECTION : CHECKED BY MANAGEMENT

R.O NO. : 93959 R.O DATE : 09/19/2002 R.O TYPE : S
MILEAGE : 13510 ADVISOR NO. : 270

JOB NUMBER : 1 OPERATION 20PNZ OP. DESC. WHEEL AND TIRE WORK
SALE TYPE : W TECHNICIAN NO(S). 262
COMPLAINT : HIGH FITCHED NOISE COMING FROM RIGHT SIDE TIRE WHENEVER
 YOU ARE IN MOTION
CAUSE : IMPROPERALLY SEALED
CORRECTION : SEAL, INTERMEDIATE SHAFT (FRONT DRIVE AXLE) _ REPLACE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 93959 F1468

JOB NUMBER : 2 OPERATION 15PNZ OP. DESC. STEERING/SUSPENSION
SALE TYPE : C TECHNICIAN NO(S). 262
COMPLAINT : RUBBING NOISE IN FRONT WHEN PULLING OUT WITH WHEEL TURNED
 EITHER WAY
CORRECTION : SEE JOB #1

COMMENTS : TECH JOHNNY #262

R.O NO. : 88284 R.O DATE : 05/24/2002 R.O TYPE : S
MILEAGE : 8067 ADVISOR NO. : 275

JOB NUMBER : 1 OPERATION 01PNZ OP. DESC. *GENERAL MAINT WORK
SALE TYPE : C TECHNICIAN NO(S). 241
COMPLAINT : GM GOODWRENCH QUICK LUBE PLUS
CORRECTION : GM GOODWRENCH QUICK LUBE PLUS

JOB NUMBER : 2 OPERATION 01PNZROT OP. DESC.
SALE TYPE : C TECHNICIAN NO(S). 241

JOB NUMBER : 3 OPERATION 02PNZ02016 OP. DESC. FUEL FILTER FITTING
SALE TYPE : W TECHNICIAN NO(S). 20
COMPLAINT : 02016-FUEL FILTER FITTING DISCONNECT
CAUSE : PRODUCT SAFETY RECALL
CORRECTION : INSTALL NEW FUEL FILTER QUICK CONNECT RETAINERS
 V0852-.3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 88284 00000

JOB NUMBER : 4 OPERATION 01PNZEWASH OP. DESC. WASH JOB
SALE TYPE : C TECHNICIAN NO(S). 275

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COMPLAINT : WASH JOB
CORRECTION : WASH JOB

COMMENTS : TECH PAUL #20

R.O NO. : 81590 R.O DATE : 01/09/2002 R.O TYPE : S
MILEAGE : 3957 ADVISOR NO. : 21399

JOB NUMBER : 1 OPERATION 01PMZ OP. DESC. *GENERAL MAINT WORK
SALE TYPE : C TECHNICIAN NO(S). 235
COMPLAINT : GM GOODWRENCH QUICK LUBE PLUS
CORRECTION : GM GOODWRENCH QUICK LUBE PLUS

R.O NO. : 77694 R.O DATE : 10/11/2001 R.O TYPE : P
MILEAGE : 1 ADVISOR NO. : 131

JOB NUMBER : 1 OPERATION 90PNZ01 OP. DESC. NEW VEHICLE PREP
SALE TYPE : W TECHNICIAN NO(S). 13877
COMPLAINT : PRE-DELIVERY INSPECTION
CORRECTION : PRE -DELIVERY INSPECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
A76917_N



General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

February 6, 2007

State of West Virginia
Office of the Attorney General
Consumer Protection Division
Attention: Attorney General Darrell V. McGraw, Jr

Customer: [REDACTED]
Customer Relationship Specialist: Jessica Washington

Dear Mediator Stephanie Groom:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry she is dissatisfied with her 2002 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

Chevrolet Customer Assistance Center



GMC



Hummer





General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

February 15, 2007

State of West Virginia
Office of the Attorney General
Consumer Protection Division
Attention: Attorney General Darrell V. McGraw, Jr

Customer: [REDACTED]
Service request: 71-472593392
Customer Relationship Specialist: Jessica Washington

Dear Stephanie Groom-Mediator:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry she is dissatisfied with her 2002 Chevrolet TrailBlazer. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We feel our customers have the right to expect long-term, reliable performance from their Chevrolet products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

We again reviewed [REDACTED] case with our Central Office Staff and find that [REDACTED] has been denied, because the dealer couldn't duplicate the customers concern and this decision remains unchanged. We believe every consideration was given and available information was carefully evaluated before this decision was reached.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center



GMC



SALEM

