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2010 MAR 19 PM 1:24

Monument, CO

[Redacted]

March 13, 2010

Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

To Whom It May Concern:

I am forwarding you a copy of the documentation sent to General Motors regarding my 2005 Chevrolet Suburban that GM refuses to stand behind the speedometer issue and the latest problem of the transmission that where mileage is concerned is unacceptable of a GM vehicle to have this problem this soon.

I would appreciate your review and any assistance you may be able to provide me with in dealing with GM on these issues.

Thank you in advance for your assistance in these matters.

Sincerely;

[Handwritten Signature]
[Redacted]
[Redacted]

KB
032510
TGW

[REDACTED]
Monument, CO
[REDACTED]

March 13, 2010

James Campbell
482-A29-D16
100 Renaissance Center
Detroit, MI 48243

Dear Mr. Campbell:

I am writing in regards to a warranty/recall/defective part issue with my 2005 Chevrolet Suburban Vin # 3GNFK16Z35G [REDACTED] the speedometer is stuck at 120 mph plus, I was advised that part that is defective is called the speedometer cluster.

I contacted the customer service number on February 2, 2010 at 12:24pm regarding the issue referenced above and was advised to call Chevrolet Customer Service directly at 866/790-5600. I called Chevrolet CS on February 8, 2010 at 7:36 am and spoke with customer service representative Gisele (x32897), I explained to her why I was calling and she advised me that my vehicle was not a part of the recall because my VIN # was not included within that range or time frame of when the 3rd party parts were installed in those vehicles. I then asked to speak to a supervisor to which I was put on hold numerous times for a period of approximately 10 minutes and Gisele came back on the line and informed me that a Supervisor was not available, I asked for one to call me back and was told that was not possible but I could call back at a later time and see if the Supervisor was available then to which I replied ok. I'm sorry but in my opinion that is very unsatisfactory customer service!!! I then sent an email to the customer service people and Gisele contacted me back and left a message stating that my email was received and that I could call back and to reference service # 7179984977 to which I contacted her back and was able to speak with a supervisor and was advised that there is nothing Chevrolet/GM can do to help me with my recall issue and the supervisor stated for the same reason as above. I requested to speak with someone with higher authority than the supervisor and was told that a District Specialist would be in contact with me regarding this matter. I did receive a call from Brandon (x 11303) the District Specialist on February 10, 2010 at approx 12:40pm at that time I explained to him the situation and he stated that he would need to contact the GM Dealer in Colorado Springs, CO to see if they would waive the diagnosis fee to put my vehicle on the machine to determine exactly what the problem was. I received a call back at 12:54pm on February 10, 2010 from Brandon stating that the GM Dealer was willing to waive the fee and could I have

my vehicle at the Dealer on February 12, 2010 at 10:00 am for the test to which I replied Yes.

On February 12, 2010 at 10:00 am I took my vehicle to the GM Dealer and spoke with Joseph the Manager of the service department, he did the diagnosis test on my vehicle and stated to me that THE WARRANTY/RECALL PROBLEM THAT GM WAS WILLING TO COVER IN THE OTHER VEHICLES WAS THE SAME PART THAT WAS DEFECTIVE IN MY VEHICLE, ALSO!!!!, I asked Joseph if he was able to guarantee in writing or show me where a defective 3rd party part was NOT installed in my vehicle, to which he replied "NO, I can show you no proof that did not happen".

I then received a call from Brandon at 2:30pm on February 12, 2010 stating that he was doing more research on the whole situation and that he would need to contact Joseph at the GM Dealer to get more information and that he would contact me as soon as he had more information. Brandon called me back the same day at 4:53pm stating that he was still working on my inquiry and that he would call me back Monday (02/15/10) or Tuesday (02/16/10), if not Wednesday (02/17/10) for sure with some answers, Brandon did call me back on Wednesday but said that Joseph the Service Manager was unavailable until the following week and that he would get back with me as soon as he could speak with Joseph. Brandon called me back on February 23, 2010 at 1:13pm to inform me that there was nothing GM or the GM Dealer in Colorado Springs, CO could do to help me, I then told him I wanted to speak with his supervisor, I then was able to speak with his supervisor who just reiterated what Brandon had already told me.

Mr. Campbell, I am writing this letter because NO ONE can give me anything in writing to guarantee me that a BAD 3RD PARTY PART WAS NOT INSTALLED IN MY VEHICLE. I am fully aware that the parts were installed in some 2005 Suburban's and do not understand how MY VEHICLE IS THE ONLY ONE THAT IS NOT COVERED UNDER THIS WARRANTY/RECALL ISSUE!!!!!! I do know that it is a 80,000 mile warranty to which my vehicle was under the 80,000 miles when it was taken in to the GM Dealer for the diagnosis test on 02/12/10, I also know that other GM Customers have taken this specific warranty/recall issue to the NATIONAL NEWS MEDIA, I am aware that GM has received very, very bad publicity and has lost many customers due to the fact that your company is not willing to stand behind things that warrant standing behind.

SO, that being said I would appreciate a return phone call from you regarding this matter and would like to know from you what GM's intentions are to correct this problem with my vehicle, I am looking for GM to absorb the cost of the part and the labor for installation that goes along with it!

Mr. Campbell I have one more issue that I would like to address with you as I have had it with your customer service department and people.

ISSUE # 2:

On February 25, 2010 I ran into another problem with my 2005 Chevrolet Suburban that I feel is totally unacceptable for the year and mileage on my vehicle. On 02/25/10 I had to have my Suburban towed to the Chevy Dealer because it would not move, come to find out I had to have a new transmission installed in my vehicle at less than 80,000 miles I have not driven the vehicle hard or abused it in any way, attached is a copy of the service order that I would appreciate it if you would review it. I am aware of someone else that had to have a Cadillac Escalade into the Cadillac dealer for the same problem (transmission) Cadillac covered 80% of the cost of the parts and labor to install a new transmission because they too felt this was unacceptable for the mileage and year of the vehicle. I'm asking that General Motors give me the same courtesy that was given from Cadillac to the Escalade owner, and reimburse me at minimum 80% of the cost of parts and labor on the transmission on my Suburban.

I appreciate your prompt attention to these matters described above and look forward to hearing from you within the next few days to discuss how Chevrolet/General Motors plans to handle these matters with me. I can be reached at the number listed above, please leave a message if I am unavailable with contact information and I will call you back promptly.

Thank you:



Cc: NHTSA

Al Serra

CHEVROLET - HUMMER

1570 Auto Mall Loop • Colorado Springs, CO 80920

www.alserracolorado.com

719-867-1000

INVOICE NUMBER		CTCS406603	
CUSTOMER NUMBER		136100	
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR		TAG NO	
BRIAN SANDERS 135636		4414	
LABOR RATE		MILEAGE	
LICENSE NO		79,247	
YEAR / MAKE / MODEL			
05/CHEVROLET TRUCK/SUBURBAN/UP 4WD			
VEHICLE ID NO			
3 G N F K 1 6 Z 3 5 G			
F T E NO		P O NO	
COLOR		STOCK NO	
WHITE/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO	
R O DATE		INVOICE DATE	
02/25/10		02/26/10	
REPRINT NUMBER		DELIVERY DATE	
MO: 79248		PRODUCTION DATE	

LABOR & PARTS	J#	QTY	FP-NUMBER	DESCRIPTION	TECH(S)	UNIT PRICE	TOTAL
LABOR & PARTS	J# 1	43CTZ07		ROADSIDE TOWING	82821	0.00	
				BOBS TOWING			
				TOW BILL			
PARTS						JOB # 1 TOTAL PARTS	0.00
PARTS						JOB # 1 TOTAL LABOR & PARTS	0.00
LABOR & PARTS	J# 2	17CTZ		AUTOMATIC TRANS	114633	881.57	
CUSTOMER STATES. THERE WAS A BANG FROM DRIVELINE. NOW VEHICLE WILL NOT MOVE IN ANY GEAR. TOWED IN STOPS MOVING IN ALL 4X4 RANGES AND IN 2WD. TRANSMISSION SLIPPING BADLY AND FLUID BURNT. T-CASE SEEMS GOOD. DRAIN FLUID AND HAS NO METAL COMING OUT AND FLUID NO TOO DARK. INTERNAL TRANS MALFUNCTION. REPLACE TRAND WITH A GM SRTA AND FLUSH COOLER AND LINES. FLOW 0.8GPM AT 75'F. CODE #AB06F46. CHANGE T-CASE FLUID AND TEST DRIVE. 3YEAR, 100,000 MILE WARRANTY.							
PARTS						JOB # 2 TOTAL PARTS	1880.35
PARTS						JOB # 2 TOTAL LABOR & PARTS	2761.92
LABOR & PARTS	J# 3	3+08CTZ11		REAR BRAKES	114633	120.00	
UPON INSPECTION TECHNICIAN FOUND PERFORM A REAR BRAKE SERVICE RESURFACE BOTH ROTORS.							
PARTS						JOB # 3 TOTAL PARTS	124.85
PARTS						JOB # 3 TOTAL LABOR & PARTS	244.85
LABOR & PARTS	J# 4	4+03CTZ13		BG BRAKE FLUID FLUSH	114633	47.83	
PERFORM BG BRAKE FLUID FLUSH DUE USING SPECIAL EQUIPMENT FLUSH BRAKE FLUID AND REFILL WITH NEW FLUID. BLEED AIR FROM SYSTEM AND CHECK FOR LEAKS.							
PARTS						JOB # 4 TOTAL PARTS	22.12
PARTS						JOB # 4 TOTAL LABOR & PARTS	69.95

This Receipt is the Property of Reynolds and Reynolds Company. 02/26/10 01:13:00 05/07

Monument, CO



Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

