

OCT 11 2011

October 1, 2011

[REDACTED]
Warner Robins, GA [REDACTED]

CL-10433289-3067

Mr. Randy Reid, Research Division
Office of Defects Investigation Enforcement
US Department of Transportation, NHTSA
1200 New Jersey Avenue SE.
Washington, DC 20077-9382

Subject: 2005 Chevrolet Trailblazer Fuel Tank Sensor Issue

To Whom It May Concern:

I am a 90% disabled veteran that takes care of my mother (who does not have any insurance). I purchased my 2005 Chevrolet Trailblazer (New) on November 13, 2006 (see attached), not knowing that there was a problem with the fuel tank sensor (see letter from Chevy in Tab 1). My vehicle started experiencing this problem in April 2011 but I was notified by Chevrolet on August 31, 2011. I am writing this letter to address the following concerns that I have with General Motors (Chevrolet):

1) I feel that this is a manufacture defect and that Chevrolet should be responsible for the total cost of the repair, not 50%.

2) I feel that Jeff Smith Chevrolet was trying to take advantage of me when they quoted me the \$971.81 repair cost in April 2011 via phone and in writing on September 2, 2011. The actual total cost of the repair is \$255.90. (see attached documentation)

3) According to the attached documentation from the U.S. Department of Transportation National Highway Traffic Safety Administration (NHTSA), over 600 consumers have complained about this same problem dating back to November 2009. The number of consumers that has already experienced this problem or that are currently experiencing this problem is probably more than that. I say this because; I did not report the issue with my vehicle because I thought that it was just normal wear and tear until I received the letter from GM. I did not know anything about the NHTSA until Mrs. Hill from the Better Business Bureau told me, which I am glad she did.

Any assistance that you can provide towards this matter would be greatly appreciated.

If you have any questions/concerns, please contact me at [REDACTED]

[REDACTED]

Attachments:

1. Copy of sales agreement and loan documentation
2. Copy of documentation from the NHTSA
3. Timeline of events with supporting documentation

cc:

1. Better Business Bureau (Georgia and Michigan)
2. Congressman Austin Scott
3. Governor's Office of Consumer Protection
4. Jeff Smith Chevrolet, Bryon, GA
5. General Motors Company Headquarters, Detroit, MI

October 1, 2011

[REDACTED]
Warner Robins, GA [REDACTED]

General Motors Company Headquarters
P.O. Box 33170
Detroit, MI 48232-5170

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1. Better Business Bureau (Georgia and Michigan via email to Mrs. Carolyn Hill)
2. US Department of Transportation, NHTSA
3. Governor's Office of Consumer Protection
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[REDACTED]
Warner Robins, GA [REDACTED]

Jeff Smith Chevrolet
211 Chapman Road
Byron, GA 31008

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[REDACTED]
Warner Robins, GA [REDACTED]

Governor's Office of Consumer Protection
2 Martin Luther King Jr. Drive, Suite 356
Atlanta, Georgia 30334-9077

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October 1, 2011

[REDACTED]
Warner Robins, GA [REDACTED]

Congressman Austin Scott
230 Margie Drive, Suite 500
Warner Robins, GA 31088

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October 1, 2011

Warner Robins, GA

Better Business Bureau Headquarters
277 M. L. King Jr. Blvd. Suite 102
Macon, GA 31201

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EASTMAN CHEVROLET PONTIAC BUICK

1046 College Avenue
Eastman, Georgia 31023
(478) 374-1080



CHEVROLET



PONTIAC



BUICK

HOME PHONE [REDACTED]	CUST #: DEAL #:	STOCK NO.
PURCHASER [REDACTED]		SALESMAN 1580
ADDRESS [REDACTED] WARNER ROBINS GA [REDACTED]		DATE 11/13/2006
ENTER MY ORDER FOR	YR. 2005	COUNTY HOUSTON
SERIAL NO 1GND513S752 [REDACTED]	MAKE CHEVROLET TRU	MODEL TRAILBLAZER
	CYLINDERS 6	MILEAGE 5
PURCHASER SSN [REDACTED]	CO-PURCHASER SSN	COLOR BLACK
PURCHASER DOB [REDACTED]	CO-PURCHASER DOB	

TOTAL FACTORY PRICE		22587.60
INS. CO.: ASSURANCE AMERICA	DEALER INSTALLED ITEMS	N/A
POLICY # [REDACTED]	TOTAL PRICE	22587.60
AGENT: CLARK INSURANCE	ALLOWANCE	N/A
	DIFFERENCE	22587.60
	CUSTOMER SERVICES	290.00
	SUB TOTAL	22877.60
	STATE SALES TAX	1601.43
	Title	18.00
	Warranty Rights Act	3.00
	TOTAL	24500.03
EXTENDED SERVICE PLAN		N/A
TRADE INFORMATION	TOTAL CASH DELIVERED PRICE	
USED CAR ALLOWANCE \$ N/A	BAL. OWED \$ N/A	Payoff on Trade 24500.03
BAL. OWED TO	QUOTED BY	Deposit N/A
STREET NO.	ACCT. NO.	Cash down 24500.03
CITY	STATE	ZIP
TRADE IN MAKE	TYPE	MILEAGE
		YEAR
		CYLINDERS
SER. NO		COLOR
		Dealer Rebate
		Factory Rebate
		Assigned to dealer N/A
		Balance N/A

LIEN HOLDER _____
 ADDRESS _____

 CODE _____
 PHONE NO. _____

PURCHASER'S AGREEMENT

I have read, understood and accepted all provisions of the Warranty Statement covering this vehicle that I am purchasing. The seller, Eastman Chevrolet Pontiac Buick, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Eastman Chevrolet Pontiac Buick, neither assumes or authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

No other agreement, promise, or understanding of any kind pertaining to this purchase will be recognized except a conditional sales contract in writing executed by the undersigned buyer, as purchaser thereunder.

This Buyer's Order is not valid unless signed and accepted by Dealer and credit approved by a responsible Finance Company as to any deferred balance.

I expressly ordered the accessories installed on this car. I am over 18 years of age, and am purchasing this car for my personal use.

Purchaser's Signature _____

Accepted —
Eastman Chevrolet Pontiac Buick

By _____
Must be accepted by an Officer of the Company

Note, Disclosure, and Security Agreement

Lender
 CITIZENS BANK & TRUST COMPANY
 5101 5TH AVENUE
 P O BOX 339
 EASTMAN, GA 31023

Borrower
 [REDACTED]
 WARNER ROBINS, GA [REDACTED]

Officer # 18 [REDACTED]
 Loan Number [REDACTED]
 Loan Date 11-13-2006
 Maturity Date 11-15-2011
 Loan Amount 24,643.00
 Renewal of N/A
 SSN [REDACTED]

Refer to the attached addendum for additional Borrowers and their signatures.

Truth-in-Lending Disclosures

Annual Percentage Rate The cost of my credit as a yearly rate. 8.466%	Finance Charge The dollar amount the credit will cost me. \$5,653.60	Amount Financed The amount of credit provided to me or on my behalf. \$24,518.00	Total of Payments The amount I will have paid when I have made all scheduled payments. \$30,171.60
--	---	---	---

My Payment Schedule Will Be: *e* means an estimate.

Payments	Amount of Payments	When Payments Are Due
60	\$ 502.86	monthly beginning 12-15-2006
	\$	
	\$	
	\$	

Demand. This note has a demand feature. This note is payable on demand and all disclosures are based on an assumed maturity of one year.

Prepayment. If I pay off this note early, I may will not have to pay a minimum interest charge.

If I pay off this note early, I will not be entitled to a refund of part of the additional finance charge.

Late Charge. If a payment is late (more than 10 days after due) I will be charged 5.000% of the late amount with a min of \$25.00

Security. I am giving a security interest in:

the goods or property being purchased.

collateral securing other loans with you may also secure this loan.

(brief description of other property) 2005 CHEVROLET TRAILBLAZER

Filing Fees. \$ _____

Non-filing Insurance. \$ _____

Required Deposit. The annual percentage rate does not take into account my required deposit.

Assumption. Someone buying the property securing this obligation cannot assume the remainder of the obligation on the original terms.

Contract Documents. I can see my contract documents for any additional information about nonpayment, interest, any required repayment before the scheduled date, and prepayment refunds and penalties.

Promissory Note

Other Terms.

Promise to Pay. For value received, I promise to pay to you, or your order, at your address above, the principal sum of \$ 24,643.00

plus interest from 11-13-2006 at the rate of

8.250 % per year until 11-15-2011

Interest accrues on a Actual/365 basis. I agree to pay late charges in accordance with the provisions shown in the

Truth-in-Lending Disclosures. The purpose of this loan is PURCHASE VEHICLE

Payment. I will pay this note as follows:

60 monthly payments of \$502.86 beginning 12-15-2006.

Itemization of Amount Financed

Amount given to me directly	\$ _____
Amount paid on my (loan) account	\$ _____
To Lender	\$ 125.00
Amount paid to others on my behalf (You may retain or receive a portion of these amounts.)	
To insurance companies	\$ 18.00
To public officials	\$ _____
EASTMAN CHEVROLET	\$ 24,500.00
	\$ _____
(less) Prepaid Finance Charge(s)	\$ 125.00
Amount Financed	\$ 24,518.00

Security Agreement

Security. To secure the obligations of this Loan Agreement, I give you a security interest in the Property described below:

2005 CHEVROLET TRAILBLAZER VIN - 1GNDS13S752 [REDACTED]

All Debts. The Property will also serve as collateral for all present and future debts.

Other Security. This Loan Agreement is secured by

Additional Terms of the Promissory Note

Definitions. As used in this Loan Agreement, indicates terms that apply to this Loan Agreement. *Loan Agreement* refers to this Promissory Note, Security Agreement, and Truth in Lending Disclosures, and any extensions, renewals, modifications, and substitutions of this Loan Agreement. *Loan* refers to this transaction generally, including obligations and duties arising from the terms of all documents prepared or submitted for this transaction, such as applications, security agreements, disclosures, or notes, and this Loan Agreement. *Security Agreement* refers to the security agreement contained within this Loan Agreement. *Secured Debts* refers to all sums advanced to you under the terms of the Loan Agreement, and all present and future debts (if the All Debts subsection of the Security Agreement has been checked). The pronouns *I, me* and *my* refer to each Borrower signing this Loan Agreement, individually and together with their heirs, successors and assigns, and each other person or legal entity (including guarantors, endorser, and sureties) who agrees to pay this Loan Agreement. *You and your* refer to the Lender and its successors and assigns.

Payments. Unless otherwise provided in the Other Terms section, each payment I make on this Loan Agreement will be applied first to any charges I owe other than principal and interest, then to interest that is due, and finally to principal that is due. No late charge will be assessed on any payment when the only delinquency is due to late fees assessed on earlier payments and the payment is otherwise a full payment. The actual amount of my final payment will depend on my payment record.

Interest. Interest will accrue on the unpaid principal balance until paid in full. For interest calculation, the accrual method will determine the number of days in a year. The interest rate and other charges on this Loan Agreement will never exceed the highest rate or charge allowed by law for this loan. If the amount collected is found to exceed the highest rate or charge allowed, you will refund an amount necessary to comply with the law.

Post-Maturity Interest. Interest will accrue on the principal balance remaining unpaid after final maturity at the rate specified in this Loan Agreement. For purposes of this section, final maturity occurs on any of the following dates:

- If this Loan Agreement is payable on demand, on the date you make demand for payment.
- If this Loan Agreement is payable on demand with alternate payment date(s), on the date you make demand for payment or on the final alternate payment date, whichever is earlier.
- On the date of the last scheduled payment of principal.
- On the date you accelerate the due date of this Loan Agreement (demand immediate payment).

Prepayment. I may prepay this Loan Agreement in whole or in part at any time. Any partial prepayment will not affect any later scheduled payments until I pay in full.

Commissions. I understand and agree that you (or your affiliate) will earn commissions or fees on any insurance products, and may earn such fees on other services that I buy through you or your affiliate.

Warranties and Representations. I have the power and authority to enter into this Loan Agreement. The execution and delivery of this Loan Agreement will not violate any agreement governing me or my property, or to which I am a party. I own all of the Property, unless otherwise agreed and disclosed to you in writing. Your claim to the Property is ahead of the claims of any other creditor, except as disclosed in writing to you prior to any advance on the Secured Debts. The Property has not been and will not be used for any purpose that would violate any laws or subject the Property to forfeiture or seizure.

Default. Subject to any limitations in the Real Estate or Residence Security section, I will be in default if any of the following occur:

- I fail to make a payment when due.
- I fail to perform any condition or keep any promise of this or any agreement I have made with you.

Remedies. Subject to any limitations in the Real Estate or Residence Security section, after I default, and after you give any legally required notice and opportunity to cure the default, you may at your option do any one or more of the following:

- Make all or any part of the amount owing by the terms of this Loan Agreement due.
- Use any and all remedies you have under state or federal law, or in any instrument securing this Loan Agreement.
- Make a claim for any and all insurance benefits or refunds that may be available on my default.
- Set off any amount due and payable under the terms of this Loan Agreement against my right to receive money from you, unless prohibited by law.
- Make amounts advanced on my behalf due and add those amounts to the balance owing under the terms of this Loan Agreement.
- Require me to gather the Property and make it available to you in a reasonable fashion (unless prohibited by law); keep or dispose of the Property as provided by law; apply the proceeds to your expenses of collection and enforcement and then to the Secured Debts; and, unless prohibited by law, and following any required notice of deficiency, hold me liable for any deficiency if what you receive from the sale does not satisfy the Secured Debts.

By choosing any one or more of these remedies you do not give up your right to use any other remedy. You do not waive a default if you choose not to use a remedy. By electing not to use any remedy, you do not waive your right to later consider the event a default and to use any remedies if the default continues or occurs again.

Real Estate or Residence Security. If this Loan Agreement is secured by real estate or a residence that is personal property, the existence of a default and your remedies for such a default will be determined by applicable law, by the terms of any separate instrument creating the security interest and, to the extent not prohibited by law and not contrary to the terms of the separate security instrument, by this Loan Agreement.

Waivers. To the extent not prohibited by law, I waive protest, presentment for payment, demand, notice of acceleration, notice of intent to accelerate, and notice of dishonor. You may renew or extend payments on this Loan Agreement, regardless of the number of such renewals or extensions. You may release any Borrower, endorser, guarantor, surety, accommodation maker, or any other cosigner. You may release, substitute, or impair any Property securing this Loan Agreement.

Collection Expenses and Attorneys' Fees. On or after Default, to the extent permitted by law, I agree to pay all reasonable expenses of collection, enforcement, or protection of your rights and remedies under this Loan Agreement. Expenses include, but are not limited to, attorneys' fees, court costs and other legal expenses. I agree to pay 15% of the principal and interest owing as attorneys' fees. These expenses are due and payable immediately. If not paid immediately, these expenses will bear interest from the date of payment until paid in full at the rate provided in the terms of this Loan Agreement. All fees and expenses will be secured by the Property I have granted you, if any. To the extent permitted by the United States Bankruptcy Code, I agree to pay the reasonable attorneys' fees you incur to collect this debt as awarded by any court exercising jurisdiction under the Bankruptcy Code.

General Provisions. This Loan Agreement is governed by the laws of Georgia, the United States of America, and to the extent required, by the laws of the jurisdiction where the Property is located. If two or more Borrowers sign this Loan Agreement, we are liable to repay jointly and severally. This Loan Agreement is the complete and final expression of our agreement. No modification of this Loan Agreement is effective unless made in writing and signed by me and you. The duties and benefits of this Loan Agreement will bind and benefit the successors and assigns of me and you. If any provision of this Loan Agreement is unenforceable, then the unenforceable provision will be severed and the remaining provisions will be enforceable.

Unless otherwise required by law, any notice will be given by delivering it or mailing it by first class mail to my last known address. Notice to one party will be deemed to be notice to all parties. Where a notice is required, I agree that 10 days prior written notice will be reasonable notice to me under the Uniform Commercial Code or other applicable state law.

I will provide you any financial statement or information you request. All financial statements and information I give you will be correct and complete. My name and address are my exact legal name and my principal residence. I will provide you with at least 30 days notice prior to changing my name or principal residence.

I agree to sign, deliver, and file any additional documents or certifications that you may consider necessary to perfect, continue, and preserve my obligations under this Loan and to confirm your lien status on any Property.

Additional Terms of the Security Agreement

Generally. *Property* means any collateral described in this Loan Agreement in which I have an interest, now or in the future, wherever the Property is or will be located, and all proceeds and products from the Property. *Property* includes all parts, accessories, repairs, replacements, improvements, and accessions to the Property; any original evidence of title or ownership; and all obligations that support the payment or performance of the Property.

If the All Debts subsection is checked, the Property also secures all present and future debts, even if this Loan Agreement is not referenced in the debt instrument, the future debts are also secured by other collateral, or if the future debt is unrelated to or of a different type than this debt. Nothing in this Loan Agreement is a commitment to make future loans or advances. This Loan Agreement will not secure any debt for which you fail to give any required notice of the right of rescission (i.e., right to cancel), or any debt for which a non-possessory, non-purchase money security interest is created in *household goods* in connection with a *consumer loan*, as those terms are defined by federal law governing unfair and deceptive credit practices.

Purchase Money Security Interest. If this is a purchase money loan (the loan proceeds are used to purchase the collateral), I authorize you, at your option, to disburse the loan proceeds directly to the seller of the Property. The portion of the Property purchased with loan proceeds will remain subject to your purchase money security interest until the Secured Debts are paid in full. Payments on any non-purchase money loan also secured by this Security Agreement will not be applied to the purchase money loan. Payments on the purchase money loan will be applied first to the non-purchase money portion of the loan, if any, and then to the purchase money portion in the order in which the purchase money Property was acquired. If the purchase money Property was acquired at the same time, then payments will be applied in the order you select. No security interest will be terminated by application of this formula.

Waiver and Assignment of Exemptions. I waive and renounce all exemptions provided by the constitution and the law of the State of Georgia as they relate to any interest in property given as security for this note. I assign to you sufficient amount of such exemptions to pay the amount due under this note. I direct the trustee to deliver to you a sufficient amount of such secured property claimed as exempt to pay off the amount so allowed on this note.

Assumptions. Someone buying the Property cannot assume the obligation. You may declare the entire balance of the Loan Agreement to be immediately due and payable upon the creation of, or contract for the creation of, a transfer or sale of the Property.

Perfection of Security Interest. I authorize you to file a financing statement covering the Property. I agree to comply with, facilitate, and otherwise assist you in connection with perfecting your security interest under the Uniform Commercial Code.

Duties Toward Property. I will protect the Property and your interest against any competing claim. Except as otherwise provided in this Loan Agreement, I will keep the Property in my possession at the address indicated in this Loan Agreement. I will keep the Property in good repair and use it only for personal, family, or household purposes. I will immediately inform you of any loss or damage to the Property. You have the right of reasonable access to inspect the Property.

I will keep books, records, and accounts about the Property and my assets in general, to which I will allow you reasonable access. I will pay all taxes and assessments levied or assessed against me or the Property. I will not sell, lease, license, or otherwise transfer or encumber the Property without your prior written consent. You do not authorize any sale or other disposition of the Property. Any sale or disposition you do not authorize will violate your rights.

If I pledge the Property to you (deliver the Property into your, or your designated third party's possession or control), I will, upon receipt, deliver any proceeds and products of the Property to you. I will provide you with any notices, documents, financial statements, reports, and other information relating to the Property I receive as the owner of the Property.

Insurance. I agree to keep the Property insured against the risks reasonably associated with the Property until the Property is released from this Security Agreement. I may provide the required insurance through an existing policy of insurance that I own or control, or through a policy that I buy. I have free choice in the selection of an insurance company, subject to applicable law. I will maintain this insurance in the amounts you require and have the insurance company name you as loss payee on any insurance policy. I will give you and the insurance company immediate notice of any loss. You may apply the insurance proceeds toward what is owed on the Secured Debts. If the insurance proceeds do not cover the amounts I owe you, I will pay the difference. You may require additional security as a condition of permitting any insurance proceeds to be used to repair or replace the Property. If you acquire the Property in damaged condition, my rights to any insurance policies and proceeds will pass to you to the extent of the Secured Debts. I will immediately notify you of cancellation or termination of insurance.

I am required to maintain insurance on the Property to protect your interest. If I fail to maintain the required insurance, or fail to provide you with evidence of insurance, I understand and agree to the following.

- You may (but are not required to) place insurance on the Property to protect your interest, which will not cover my equity in the Property.
- The insurance you provide may be written by a company other than one I would choose and may be written at a higher rate than I could obtain if I purchased the insurance.
- I will pay for the costs of any Property insurance you provide.

Authority to Perform. I authorize you to do anything you deem reasonably necessary to protect the Property and your security interest in the Property. If I fail to perform any of my duties under this Loan Agreement, you are authorized, after providing me with any required notice and opportunity to perform, to perform the duties or cause them to be performed and add the costs of performance to the Secured Debts. These authorizations include, but are not limited to, permission to pay for the repair, maintenance, and preservation of the Property and taking any action to obtain or preserve the benefits and rights of the Property. Your authority to perform for me will not create an obligation to perform and your failure to perform will not preclude you from exercising any other rights under the law or this Security Agreement. If you come into actual or constructive possession of the Property, you will preserve and protect the Property to the extent required by law. Your duty of care with respect to the Property will be satisfied if you exercise reasonable care in the safekeeping of the Property or in the selection of a third party in possession of the Property.

Third Party Agreement

For the purposes of the provisions within this enclosure, *I, me or my* means the person signing below and *you* means the Lender identified in this Loan Agreement. I agree to give you a security interest in the Property that is described in the Security Agreement section. I agree to the terms of this Loan Agreement, but I am in no way personally liable for payment of the debt. This means that if the Borrower defaults, my interest in the secured Property may be used to satisfy the Borrower's debt. I agree that you may, without releasing me or the Property from this Third Party Agreement and without notice or demand upon me, extend new credit to any Borrower, renew or change this Loan Agreement one or more times and for any term, or fail to perfect your security interest in, impair, or release any security (including guaranties) for the obligations of any Borrower. By signing under seal, I agree to the terms contained in this Loan Agreement. I have received a completed copy of this Loan Agreement.

X _____ (Seal)

Attach FTC "Preservation of Consumer Claims and Defenses" Notice if Applicable.

Insurance

Credit Insurance. Credit life, credit accident and sickness (disability), and any other insurance coverage quoted below, are not required to obtain credit and you will not provide them unless I sign and agree to pay the additional premium. If I want such insurance, you will obtain it for me (if I qualify for coverage). You are quoting below ONLY the coverages I have chosen to purchase.

Credit Life	Premium	\$ _____
<input type="checkbox"/> Single <input type="checkbox"/> Joint <input checked="" type="checkbox"/> None	Term	_____
Credit Disability	Premium	\$ _____
<input type="checkbox"/> Single <input type="checkbox"/> Joint <input checked="" type="checkbox"/> None	Term	_____
	Premium	\$ _____
<input type="checkbox"/> Single <input type="checkbox"/> Joint <input type="checkbox"/> None	Term	_____

_____ insurance coverage(s) coverage you offered.
 _____ DOB
 _____ DOB
 X _____ DOB

Single Interest Insurance. I may obtain single interest insurance from anyone I want that is acceptable to you. If I get the insurance from or through you I will pay \$ 18.00 for 60 months of coverage.

Property Insurance. I may obtain property insurance from anyone I want that is acceptable to you. If I get the insurance from or through you I will pay \$ _____ for _____ of coverage.

Federal Sale of Insurance Disclosure

Product refers to any insurance product or annuity I purchase from you. With regard to any Product I purchase from you, the following apply.

- The Product is not a deposit account or other obligation of any depository institution or any affiliate of any depository institution.
- The Product is not guaranteed or insured by any depository institution or any affiliate of any depository institution.
- The Product is not insured by the Federal Deposit Insurance Corporation (FDIC).
- The Product, except in the case of Federal Flood Insurance or Federal Crop Insurance, is not insured by any federal government agency.
- If this box is checked, there is investment risk associated with the Product, including the possible loss of value.

By signing, I acknowledge that I have received a copy of this disclosure on today's date. Unless these disclosures are provided electronically or I have purchased the Product by mail, I also acknowledge that you have provided these disclosures to me orally.

X _____ Date _____

X _____ Date _____

X _____ Date _____

NOTICE TO COSIGNER

You (the cosigner) are being asked to guaranty this debt. Think carefully before you do. If the borrower doesn't pay the debt, you will have to. Be sure you can afford to pay if you have to, and that you want to accept this responsibility.

You may have to pay up to the full amount of the debt if the borrower does not pay. You also may have to pay late fees or collection costs, which increase this amount.

The creditor can collect this debt from you without first trying to collect from the borrower. The creditor can use the same collection methods against you that can be used against the borrower, such as suing you, garnishing your wages, etc. If this debt is ever in default, that fact may become part of your credit record.

This notice is not the contract that makes you liable for the debt.

Signatures

By signing under seal, I agree to the terms contained in this Loan Agreement. I also acknowledge receipt of a copy of this Loan Agreement on today's date.

Cosigners. See Notice to Cosigner above before signing.

_____ (Seal)

X _____ (Seal)

X _____ (Seal)

(Optional)
 Signed _____ For Lender
 Title Loan Officer



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

ODI RESUME

Investigation: DP 10-001
 Prompted By: Petition Letter
 Date Opened: 01/07/2010
 Principal Investigator: Steve Chan
 Subject: Alleged Fuel Tank Level Sensor Failure

Manufacturer: General Motors Corp.
 Products: 2005-2006 Chevrolet Trailblazer and GMC Envoy
 Population: 639,649 (estimated)

Problem Description: Incorrect fuel level reading may result in the vehicle running out of fuel without warning to the driver.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	257	0	0
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	0	0

*Description of Other:

Action: The petition will be evaluated for a grant or deny decision.

Engineer: Steve Chan SC

Date: 01/07/2010

Div. Chief: Gregory E. Magno

Date: 01/07/2010

Office Dir.: Kathleen C. DeMeter

Date: 01/07/2010

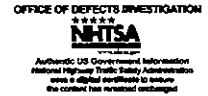
Summary Mr. Billy Hayes of Old Hickory, TN, petitioned the agency in a letter dated November 27, 2009. The petitioner requests that NHTSA open an investigation into the performance/reliability of the fuel tank level sensor installed in model year 2005 Chevrolet Trailblazer vehicles. The petitioner alleges that the fuel tank level sensor is defective and could result in a subject vehicle running out of fuel, stall, and being rear ended by another vehicle.

ODI will evaluate the petition for a grant or deny decision.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

ODI RESUME



Investigation: DP 10-001
Prompted by: Petition Letter
Date Opened: 01/07/2010
Investigator: Steve Chan
Approver: Frank Borris
Subject: Fuel Level Gauge System Failure

Date Closed: 05/23/2011
Reviewer: Greg Magno

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: GENERAL MOTORS LLC
Products: 2005-07 Chevrolet Trailblazer/GMC Envoy/Buick Rainier/Saab97
Population: 865,000 (Estimated)

Problem Description: Consumers have reported incidents of inaccurate and random fuel level reading while driving, resulting in the vehicle running out of fuel and causing vehicle stall with no restart.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	58	0	0
Crashes/Fires:	1	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	610	0	0

*Description of Other: Inaccurate fuel level reading did not result in a stall condition.

ACTION / SUMMARY INFORMATION

Action: Grant the defect petition and open Preliminary Evaluation PE11-014

Summary:

The Office of Defects Investigation has received 668 complaints alleging inaccurate fuel gauge reading while driving in model year 2005-07 Chevrolet Trailblazer, GMC Envoy, Buick Rainier, and Saab 9-7x vehicles. Of the 668 complaints, 58 incidents were alleged to result in a vehicle stall. Of the 58 stalling incidents, 43 complaints reported stalling because the fuel level reading indicated more fuel availability than what is actually in the fuel tank. One complaint alleged a vehicle crash after the vehicle stalled while exiting the interstate, became disabled, and was struck from behind. Summarily, the complaints show an apparent increasing trend, with most complaints received within the past year. A Preliminary Evaluation has been opened to assess the scope, frequency and potential safety consequences associated with the alleged defect.



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 11-014
Date Opened: 04/25/2011
Investigator: Kareem Habib **Reviewer:** Derek Rinehardt
Approver: Frank Borris
Subject: Fuel level gauge system failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: GENERAL MOTORS CORP.
Products: 2005-07 Chevrolet Trailblazer/GMC Envoy/Buick Rainier/Saab97
Population: 865,000 (Estimated)
Problem Description: Consumers have reported incidents of inaccurate and random fuel level reading while driving, resulting in the vehicle running out of fuel and causing vehicle stall with no restart.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	58	TBD	TBD
Crashes/Fires:	1	TBD	TBD
Injury Incidents:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Other*:	610	TBD	TBD

*Description of Other: Inaccurate fuel level reading did not result in a stall condition

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation has been opened

Summary:

The Office of Defects Investigation has received 668 complaints alleging inaccurate fuel gauge reading while driving in model year 2005-07 Chevrolet Trailblazer, GMC Envoy, Buick Rainier, and Saab 9-7x vehicles. Of the 668 complaints, 58 incidents were alleged to result in a vehicle stall. Of the 58 stalling incidents, 43 complaints reported stalling because the fuel level reading indicated more fuel availability than what is actually in the fuel tank. One complaint alleged a vehicle crash after the vehicle stalled while exiting the interstate, became disabled, and was struck from behind. Summarily, the complaints show an apparent increasing trend, with most complaints received within the past year. A Preliminary Evaluation has been opened to assess the scope, frequency and potential safety consequences associated with the alleged defect.

NHTSA ccmMercury Routing Slip



Printed: 1/6/2010

NHTSA #: ES10-000066
XREF #:
Delivery: EML

Rec'd Date: 1/6/2010
Doc Type: PET
Address To:

Referred By: NPO-011
Doc Date: 11/27/2009
Due Date: 3/4/2010

S10 #:

DOT/I #:

RMP #:

Subject: PETITION FOR AN INVESTIGATION INTO THE PERFORMANCE/RELIABILITY OF THE FUEL TANK LEVEL SENSOR INSTALLED IN THE 2005 TRAILBLAZER AND HOLD HEARING ON WHETHER A MFR HAS REASONABLY MET ITS OBLIGATION TO NOTIFY AND/OR REMEDY A SAFETY DEFECT

Ack Date:
Sign Office: ENFORCEMENT
Cleared Date:
File Loc:
Added By: SHARRIS x62534

Ack By:
Signature: SMITH
Cleared By:
XREF File:
Modified By: SANDRA.HARRIS

Signed For:
Cleared For:
Closed Date:

Most Recent Comment:

Author:



OLD HICKORY, TN

Te [redacted] Fax: E-mail [redacted]

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	1/6/2010	3/4/2010	
NVS-010	INFORMATION	1/6/2010		1/6/2010

[REDACTED]
Old Hickory, TN [REDACTED]
[REDACTED]

November 27, 2009

Mr. Randy Reid, Research Division
Office of Defects Investigation Enforcement
US Department of Transportation, NHTSA
1200 New Jersey Avenue SE.
Washington, DC 20077-9382

Dear Mr. Reid:

As you know the 2005 TrailBlazer has received a number of complaint not only are these complaints (concerns) part of your National Highway Transportation Safety Administration web site titled safercars.gov., these same concerns has been brought to the attention of General Motors Corporation. Therefore, this letter (petition) is request that the NHTSA open an investigation into the performance / reliability of the fuel tank level sensor installed in the 2005 Trailblazer and hold hearing on whether a manufacturer has reasonably met its obligation to notify and/or remedy a safety defect.

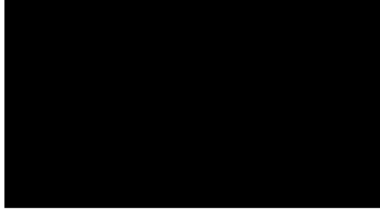
Based on the definition of a Safety Related Defect is defined as follows:

The United States Code for Motor Vehicle Safety (Title 49, Chapter 301) defines motor vehicle safety as "the performance of a motor vehicle or motor vehicle equipment in a way that protects the public against unreasonable risk of accidents occurring because of the design, construction, or performance of a motor vehicle, and against unreasonable risk of death or injury in an accident, and includes nonoperational safety of a motor vehicle." A defect includes "any defect in performance, construction, a component, or material of a motor vehicle or motor vehicle equipment." Generally, a safety defect is defined as a problem that exists in a motor vehicle or item of motor vehicle equipment that:

- poses a risk to motor vehicle safety, and
- may exist in a group of vehicles of the same design or manufacture, or items of equipment of the same type and manufacture.

Undoubtedly, for the above definition the fuel tank level sensor meet the requirements. This piece of equipment was part was designed to provide trustworthy / reliable information to the driver on the amount of fuel in the fuel tank. It was not designed to show a full tank of fuel, when there is half of a tank or a half tank of fuel when the tank is empty. Not only is this a defect, this fuel system integrity problem, thus making it a safety related issue. The safercars.gov website complaint database has hundreds of reports from consumers with TrailBlazers concerning the fuel tank level sensor. Why this a safety is related issue? Per the Motor Vehicle Safety Defects and Recall Booklet states "Problems with fuel system components, particularly in their susceptibility to crash damage, which result in leakage of fuel and may cause vehicle fires." Considering, the fuel tank sensor is sending the signal that the tank is full, the vehicle runs out of fuel and is rear ended by a commercial or passenger vehicle. What are the probabilities of the disabled vehicle catching on fire 1%; 10%; 50% or 90%? There will be a fire, because the fuel tank will contain fumes and a small amount of fuel. Additionally, the loss of power will result in the loss of vehicle control of the vehicle, thus causing or injury to people inside or outside the vehicle.

In my continuing research, I have discovered another website that focus on the problem with the Trailblazers. The website is "Center for Auto Safety - <http://www.autosafety.org/search/node/TrailBlazer>. Again the focus is on the fuel tank level sensor. Additionally, the NHTSA Office of Defects Investigation, are aware of the problem, NHYSA Item Numbers: 10026704; 10009382 and 10020233



I had surgery on Mar 9, 2011 and I was out of work for 6 weeks. I returned to work around April 20, 2011. Shortly after I returned to work, I noticed that my gas hand on my truck was acting funny. I would get gas, the gas hand would move up to full but then it would go back to empty until one day (between the end of April and the beginning of May) it just stopped working. I remember stopping by the gas station on my way to work and filling up my truck. I drove down the road and stopped at Advance Auto because my gas had said empty and the low fuel warning indicator came on. My first thought was that I had gotten short changed at the gas station. So, after I had the guy at Advance to look at my vehicle, I went back to the gas station and tried to put more gas in my truck but it was full. I called my mechanic (Dewitt Williams) whom I have known since 1988. I explained to him what my truck was doing and he told me about the fuel sensor. He told me to call Chevy to see what it would cost to fix it (including the cost of the parts and labor). When I called Chevy I was told that in order to repair my vehicle they would have to drop the gas tank and it would cost me about \$400 (labor) not including parts. The total cost of the parts (fuel sensor and fuel pump) was over \$600. I am single, 90% disabled veteran with one income and with that income I take care of myself and my mother (who has not medical insurance). Since I could not afford the repairs, I would reset my mileage gauge every time I filled up my tank. I knew that I normally get 320 miles to a tank of gas. When I got close to 300 miles, I would fuel up again.

On August 31, 2011, I received the attached letter from Chevy (see Tab 1). At first I thought it was a letter soliciting me to purchase a vehicle, so I started to throw it away but something inside of me told me to read it. When I did, I was so glad because I just knew that this was the answer to my prayers. After reading the letter, I called the 800 number on the letter and spoke with Steven. I expressed to him that my vehicle was currently experiencing that problem that was addressed in the letter I received. I further expressed to him that since this is a manufacture issue and had nothing to do with normal wear and tear or as a direct result of anything that I had done, I feel that Chevy should pay for the total cost of the repairs. He asked for my vehicle make, model, VIN, mileage, etc. He looked at the letter I told him about then he told me that my vehicle did not meet the qualifications of the letter because it currently had 127,000 miles on it. I totally disagreed with him based on my interpretation of the letter. Then he proceeded to tell me that Chevy had other programs that I may qualify for but my vehicle had to be diagnosed by a Chevy dealer. He called the Jeff Smith Chevrolet in Byron GA (because that is the place I normally take my vehicle to) to set up a date and time for the diagnosis. He did a three way call between him, Hal Reeves at Jeff Smith, and me. I agreed to drop my vehicle off the next day (Thursday, September 1, 2011). Since this is my only mode of transportation, I had to have someone come with me and I also had to make arrangements to get to work and to be dropped off to get my vehicle. When Hal hung up, Steven informed me that the diagnosis would cost \$85. I asked who was paying for it, and he said that I would have to. Then he told me that I was not going to pay the diagnosis fee when he has already informed me my vehicle did not qualify for the 50% assistance I cost (even though I still could not afford to get it fixed with Chevy's assistance), and that it was only a possibility, no guarantee, that I would qualify for any other program and receive assistance from Chevy in repairing my truck. I told him that he must be out of his mind to think that I was going to pay Chevy to diagnosis what was wrong with my vehicle, when I already know what the problem is and Chevy refuses to take responsibility and repair my vehicle. I asked him for the number to the dealership. I told him that I would call them back and tell them that I was not dropping my vehicle off. After I hung up with Steven, I called Jeff Smith Chevrolet. Hal was already gone for the day, so I left a message for him.

On September 1, 2011, I received a call from Hal. He told me that he understood my frustration and that he wanted to help me. He told me that he had spoken with someone and got permission to do my diagnoses free of charge. He asked me what day would be convenient for me to drop my vehicle off and leave it with him for a day. He also told me that he was going to order the parts, work with Chevy, and try to have my car repaired when I come to pick it up and work with me on my out of pocket expense. I agreed to drop my vehicle off that afternoon and leave it with them all day Friday, September 2, 2011.

On September 2, 2011, while my vehicle was at Chevy, I called the 800 number listed on the letter I received from Chevy and asked to speak to a supervisor. I spoke with a lady named Margarita who said that she was a Customer Service Supervisor in the Philippines but their Headquarters office was in Detroit. I told her about the conversation that I had with Steven on August 31, 2011. She asked me for a file number. I told her that I was not given one. She asked me some information in which she used to pull up my file number. After she read the file, she told me that there was nothing that she could do. After I got off the phone with her, I looked up the number for Chevy's Corporate Headquarters. After I found the number (313-556-5000 x41259), I called and spoke with Tina Maldonado who told me that she worked in the Executive Office. I explained to her the events that had taken place, she ask me for some information in which she also used to look up my file. She is the one that gave me my file number (71-982779724) and Steven's name (up until I spoke with her, I did not know the name of representative that I had spoke with on August 31). She asked me if I could hold on while she called Jeff Smith. I told her no because I was at work. I gave her my cell number to call me back after she spoke with the dealership. I spoke with Mrs. Maldonado early that morning and I waited all day to hear back from her but she never returned my call. I even called the dealership and spoke with Hal to see if anyone had contacted him and he said no. When I got off of work, I got a co-worker to take me to pick up my vehicle. Before I left Jeff Smith, I asked Hal for a written estimate of what it would cost to repair my vehicle. The document in Tab 2 is a copy of what I received.

On September 7, 2011, I filed an online complaint with the Better Business Bureau in Michigan (see Tab 3) because I had not heard anything from Mrs. Maldonado or anyone else from Chevy.

On September 9, 2011, I received a call from Felicia Williams who said that she worked at the Business Resource Center for GM in Texas. I asked her for the city but she refused to give it to me. She said they had received my complaint from the Better Business Bureau. She told me that she had reviewed my file and that based on the mileage of my vehicle Chevy would not be able to assist me. She also told me that according to notes on my file, Mrs. Maldonado was going to call me on Monday (September 12, 2011).

On September 12, 2011, I received a call from Mrs. Maldonado. She told me that Chevy was going to honor the letter and pay 50% of the cost of the repairs. I told her that I appreciate the offer but I still feel that Chevy should pay 100% and that even with the 50%, I still could not afford to pay my part which is approximately \$500. She told me that to repair my car should not be that expensive. I told her that is what I was told approximately 5 months ago and that is also what this estimate that Hal gave me says. She told me that she was going to check with the dealer and call me back.

On September 13, 2011, I received a message from Angie at Jeff Smith. When I called her back, she told me that she was asked by her boss to contact me about my vehicle. When I addressed my concerns to her about the cost of the repairs, she told me that she would have to review my file and call me back. As of today, I still had not received a return call from her.

On September 14, 2011, I received a call from Mrs. Maldonado. She told me that she had talked with the Jeff Smith and the total cost of the repair would be around \$260 and my portion would be \$130 or less. After she told me that, I began to question why the big discrepancy in price, but she did not have an answer. Because I was not comfortable with what she told me, I asked for the repair estimate in writing. She said that she would contact the dealer and have them contact me.

On September 16, 2011, I received another call from Mrs. Maldonado. She asked me if had heard from the dealer. When I told her that I hadn't, she told me again about the offer and I told her that I could not afford the repairs right now with the situation with my mother and that I was very uncomfortable taking my vehicle to anyone to do repair without a written estimate. I also addressed to her my stance again that Chevy should pay for the full cost of the repair. She reiterated their offer and told me that she would follow-up with the dealer.

On September 18, 2011, I contacted Jeff Smith to inquire about getting a written estimate and to find out why there was such a great disparity in the price (from \$971.81 to \$255.90). I spoke with Angie. She did not know the answer to my question, so she let me speak to Mr. Bo Camarota. He pulled my folder and told me that \$971.81 was the total of all the things they (Jeff Smith) had diagnosed as wrong with my vehicle like brakes, etc. I got upset when he began to name off the things on the list, so I interjected. I told him that the estimate that I received from Hal on 9/2 (see Tab 2) did not say anything about any of the things he mentioned. I asked him why they messed with anything on truck other than the fuel sensor (which is the only reason I took my truck there on 9/2 in the first place). I then informed him that whatever they did caused my brakes squeak, which is going to cost me money to have repaired. I also informed him that I there was nothing wrong with my brakes because I had just had them replaced. I asked him why I didn't receive a copy of the paperwork that he was looking at, he did not answer. He told me that he would call me back when my estimate was ready but he didn't. I had Dewitt to check my brakes. He told that there was nothing wrong with my brakes but they (someone at Jeff Smith) had messed with this piece on my brakes and that is what caused the squeak.

On September 19, 2011, I contacted Jeff Smith again to inquire about the written estimate. Mr. Bo Camarota told me that he got busy yesterday but he would write one up and call me back. When I did not hear from him around lunch time, I called him back and asked him if I could come pick it up during lunch. He told me that he had gotten busy and that he would have it ready when I got there. When I got to the dealership, I was given an estimate written on a piece of white paper with Mr. Camarota's busy card stapled to it (see Tab 4). I expressed my discontent and the legitimacy of the quote, especially when it was not on an official estimate. I kept the paper but I refused to get my car repaired out of fear that they would recant what they told me and I did not have any legitimate proof (anyone could have written what Mr. Camarota gave me). I told them that I would contact them if I decided to get my vehicle repaired and if so, when it was economically feasible for me to afford the repairs. After I got back to work, I received a call from Mrs. Carolyn Hill (703-276-0100) from the Better Business Bureau in Michigan. She told me that she had reviewed my case and that my vehicle did not qualify for their program. When I explained to her my situation and addressed to her my discontent with the situation, she told me that I could address my concern with my State Attorney General's Office of Consumer Affairs and the National Highway of Traffic Safety. I told her that I was going to write my Congressman, Senator, and any other agency that could assist me with my situation because the situation going on with my truck should have been a recall and Chevy should be responsible for 100% of the repair cost.

On September 22, 2011, I received another call from Mrs. Maldonado (313-667-7153) following up to see if I had heard from the dealer. I told her that I had not heard from the dealer, however, that I had contacted them to get the repair estimate. When I expressed to her my discontent with the estimate and why, she told me that she was going to contact the dealer.

On September 29, 2011, I received a call from Mrs. Maldonado. I once again expressed my discontent with Jeff Smith and my inability to get my vehicle repaired and the reasons why (which where previously stated in a previous paragraph). I also expressed my stance that Chevy should pay for the total cost of the repair. In addition, I informed her that I was in an automobile accident (hit from behind) and that I was going to have my vehicle repaired by Chevy so that I can have my fuel sensor replaced at the same time. This way, I will not be inconvenienced because I will have a rental. We talked about Five Star Chevy, because it was right across the street from where I worked. I asked if Five Star would repair my Fuel Sensor at the cost that I had been given. She told me that she would contact Five Star on September 30, 2011 and call me back. As of today (October 1, 2011), I have not heard from Mrs. Maldonado or anyone else from Chevy.



Chevrolet
 P.O. Box 909989
 Milwaukee, WI 53209-9989

Letter rcvd 8/13/11

*Ma Maldonado File #
 Corporate Office in Detroit
 Executive Office
 Steven Margarita
 Supervisor
 HQ Detroit
 Philippines*



10054 1GNDS13S752 [redacted] 13 0014709

WARNER ROBINS, GA [redacted]



Dear [redacted]

As the owner of a 2005 model year Chevrolet TrailBlazer, part of our commitment to you as a member of the General Motors family is providing you with important information whenever a specific condition may affect your vehicle.

Please do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition described in the next paragraph.

In some of these vehicles, the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the Service Engine and Low Fuel lights to illuminate. Illumination of these lights is accompanied by a chime when the vehicle is started. If your vehicle is equipped with a Driver Information Center (DIC), you will also see the Fuel Level Low message displayed. As the fuel level in the tank drops, the lights, DIC message, and chimes may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually, as the sensor continues to wear, the fuel gauge will stop working, always read empty, and the Service Engine and Low Fuel lights will illuminate continuously, again accompanied by a chime when the vehicle is started and a Low Fuel Message in the DIC (if so equipped).

Even though your vehicle may no longer be covered by its New Vehicle Limited Warranty and you may not be the vehicle's original owner, we still want to help you correct this condition if it occurs on your vehicle.

GM will pay fifty percent (50%) of the total cost for an authorized Chevrolet dealer to repair your vehicle if it has the condition described above. Your dealer will perform the required repair according to the labor time and part cost established by GM for warranty repairs. As you may know, dealer labor rates vary significantly from one part of the country to another, so it's difficult to accurately determine your actual savings, but it will be at least 50% of what you would pay to have this repair done for a vehicle that is beyond the GM New Vehicle Limited Warranty period.

If you agree to accept this offer, you will be responsible for the other half of the dealer's repair bill. This offer to equally share the repair cost only applies if your vehicle is currently exhibiting this condition or exhibits the condition within a period of 10 years or 120,000 miles, whichever occurs first, from the date your vehicle was originally placed in service.



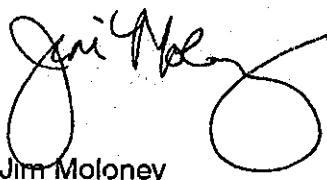
This offer will significantly reduce costs you might incur if your vehicle has this condition and is beyond the terms of its new vehicle warranty.

This offer is also applicable to customer reimbursement requests related to this condition. If you have previously paid to have your fuel level sensor replaced, GM will reimburse you fifty percent (50%) of any reasonable and customary repair cost. Additionally, if you used an extended warranty or after-market service contract to pay for your fuel level sensor to be replaced, GM will pay fifty percent (50%) of any reasonable and customary deductible cost. If either of these scenarios applies to your situation, please complete the enclosed reimbursement request form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2012, unless state law specifies a longer reimbursement period.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products. We also want you to know that we will do our best, throughout your ownership experience, to ensure that your vehicle provides you many miles of enjoyable driving.

Hawl
952-5000



Jim Moloney
General Director - Customer & Relationship Services

Enclosure
10054

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

JEFF SMITH CHEVROLET

Estimate Sheet

RO# _____ Advisor: HAL REEVES Technician: _____

Job#	Comments	Parts Quantity	Parts Price	Parts Availability	Parts #	Total Parts	Labor Time	Total Labor	Sub Total	10% ^{7%}	Total
1	FUEL TANK SENDER	1	148. ⁰²		19178477	148. ⁰²		279. ⁰²	427. ⁰²	10.36	437.38
2											
3	FUEL Pump UNIT				19153374	499. ⁴⁷			499. ⁴⁷	34.96	534.43
5											
6											
7											
8											
9											
10											
11											
12											
13											
Totals											
Adjusted											

Customer OK? Drivers License# _____

Time when spoke to customer: _____

Date when spoke with customer: _____

Time of work completion: _____

BBB AUTO LINE case submitted

Hide Details

FROM: noreply@bbb.org

Wednesday, September 7, 2011 7:50 PM

TO: [REDACTED]

Case Successfully Submitted

Your BBB AUTO LINE case has been submitted.

In the next few days you will be receiving a packet of information (including a Customer Claim Form with the information you provided to us) in the mail. Please gather the following items and return them to us with the signed (by all titled owners) Customer Claim Form:

1. copies of your repair orders;
2. copies of your current vehicle registration;
3. a copy of your sales/lease agreement (not the finance agreement); and
4. any other letters, correspondence, etc. related to your claim.

A copy of your complaint will be shared with the automobile company. A company representative may contact you to discuss your claim and offer a solution.

A dispute resolution specialist from the BBB will contact you upon receipt and review of your Customer Claim Form and support documentation. Our role will be to:

1. determine the eligibility of your claim for the BBB AUTO LINE program;
2. explain the BBB AUTO LINE process;
3. facilitate settlement discussions between you and the company;
4. prepare eligible cases that are not resolved for an arbitration hearing; and
5. process the arbitrator's decision to you and the company at the conclusion of the arbitration hearing.

Our goal is to resolve all disputes within 40 days from the date the case is opened in the BBB AUTO LINE program.

For more information on the process, program eligibility or your state lemon law, please return to (www.bbb.org/us/auto-line-lemon-law) and review the information applicable to you.

Thank you for sharing your complaint with your Better Business Bureau System.

Sender reply address says do not reply.

Fuel level sensor
For Trailblazers

Customer pays - 127.95

Chevrolet pays - 127.95

In reference to letter
Mailed to Customer by
Chevrolet



JEFF SMITH
CHEVROLET.

BO CAMAROTA
Service Advisor

211 Chapman Road
Byron, GA 31008
478-956-5000
877-956-5111

478-956-5000
BCAMAROTA@JEFFSMITHAUTO.COM
JEFFSMITHAUTO.COM

2010
Warner Robins, GA

OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™
7010 0290 0003 3333 3452

U.S. POSTAGE
PAID
WARNER ROBINS, GA
31088
OCT 03, 11
AMOUNT
\$7.63
00062776-08
1000
20077

RETURN RECEIPT
REQUESTED

W48-226

Mr. Randy Reid, Research Division
Office of Defects Investigation Enforcement
US Department of Transportation, NHTSA
1200 New Jersey Avenue SE
Washington, DC
20077-9382

OCT 1 2011

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