

21 April 2013

Biloxi, MS

APR 29 2013

National Highway Traffic Safety Administration
The Office of Defects Investigation
1200 New Jersey Ave.
West Building
Washington, D.C. 20590

Reference:

1. NHTSA Action Number D10001
2. Chevrolet letter (no date)
3. My letter to Chevrolet/GM dated 25 Dec 2011
4. My letter to Chevrolet/GM dated 17 Feb 2012

Dear Sir:

Grace and peace to you from God our father and the Lord Jesus Christ. It was only today 21 Apr 2013) that I learned that the National Highway Traffic Safety Administration (NHTSA) had opened an investigation into issues with the 2005 Trailblazer Reference 1 above, with 668 complaints of inaccurate fuel gauge readings in the 2005 Chevrolet Trailblazer. Therefore this letter is written with great urgency.

The first question then is how was I to be notified of NHTSA? I did file a written and verbal compliant with Chevrolet (my letter dated 25 Dec 2011) in response to a letter received from Chevrolet (Jim Moloney, General Director – Customer & Relationship Services in Dec 2012. Note this letter was received in December 2012 requesting required documentation be received by 31 October 2012. My letter was answered by a call from the GM Executive office (313.667.7153 Jackenya Anderson, Feb 8&9 2012).

First compliant: the erratic behavior of the sensor was known by GM at least since 2009, my notice was mailed in Nov 2011? Why so late? Preston Hood (dealership where we purchased the vehicle new in 2005), told my wife in 2007 when she took the vehicle in with the first fuel issues (erratic fuel Gauge for she had run out of fuel several times when it indicated ½ a tank) that there was not a bumper to bumper warranty on the vehicle and the repair would be out of her pocket of about \$800, which she did not have.

One complaint alleged a vehicle crash after the vehicle stalled while exiting the interstate. In a written compliant to General Motors I related a similar incident (occurring in 2007) involving my wife, when on her way to the 2007 Mardi Gras parades in New Orleans with several of the grandkids in the vehicle. Our Trailblazer came to a stop (out of gas, gas gauge reading ½ tank) on Interstate 10 near an entrance/exit Slidell, LA. My Grandson, later explained of hazards from speeding cars on the Interstate and on the exit

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ramp. What really burned me up was GM Exec insensitivity to this danger involving my wife and grandkids matter in the phone conversation to GM Executive office.

I have other complaints that I will not list here.

This complaint is regarding continued erratic behavior of this fuel pump currently we are experiencing "low fuel indicator on", Fuel gauge reading somewhere before "Full" and the latest, preliminary diagnosis that the vehicle unable to sustain idle because of erratic fuel pressure (Fuel pump). I will note this to Mr Moloney.

I declined to take the fifty percent offer of Chevrolet/GM in their Nov 2011 letter for I believed that the malfunction of the fuel pump (2007) in my trailblazer was due to it running out of gas so many times. Combine that with other electrical problems: an inoperative oil pressure gauge, the oil pressure light slow to extinguish on startup and the unsafe environment presented by the trailblazer I do not want my wife driving the vehicle.

God Bless You





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



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BILOXI, MS [REDACTED]



Dear [REDACTED]

As the owner of a 2005 model year Chevrolet TrailBlazer EXT, 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 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.

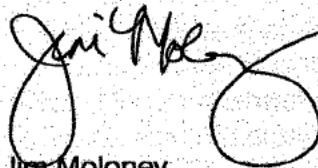


This offer will significantly reduce costs you might incur if your vehicle has this condition and is beyond the terms of its new vehicle warranty.

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.



Jim Moloney
General Director - Customer & Relationship Services

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