



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

March 23, 2015

[REDACTED]
South Windsor, CT [REDACTED]

NVS-216 nam
Ref. No. 10661702

Dear [REDACTED]

Thank you for your letter to Secretary Foxx and Administrator Rosekind concerning your model year (MY) 2002 Chevrolet Trailblazer. Your correspondence was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that on September 21, 2002, you purchased a MY 2002 Chevrolet Trailblazer from a local dealer. You allege that after taking a demonstration ride in the vehicle you selected to purchase, the dealer switched it for a used vehicle without your knowledge. You assert that since the time of your purchase, you have had a problem establishing the correct warranty in service date for the vehicle. In addition, you state that there is inaccurate information on the buyer's order and vehicle registration as reported by the State DMV. You also have had to deal with several electrical and mechanical problems with your vehicle. You believe the dealer's actions were unethical and could not have happened without General Motors' (GM) knowledge. Therefore, you are requesting NHTSA's assistance in resolving these matters.

We located your previous reports from December 1, 2014 and March 16, 2015, which describe the problems you have experienced since you purchased the vehicle in 2002. We reviewed our database in an effort to identify whether a safety defect trend exists with regard to electrical and mechanical problems in MY 2002 Chevrolet Trailblazer vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

As a courtesy, we entered your vehicle identification number (VIN) into our VIN Look-Up Tool (<https://vinrel.safercar.gov/vin/vinLookup>) to see if you had any open recalls. At this time there are no incomplete recalls on your vehicle. For your information, we enclosed a brochure explaining the NHTSA investigation and recall process. You may also visit our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Your request for assistance in correcting your vehicle's inaccurate warranty, buyer's order, and registration information does not fall under our jurisdiction. If you have not done so, you may consider contacting your State Consumer Protection Agency or the Connecticut Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a GM district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at (877) 382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You also may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at (800) 955-5100.

If further assistance is needed, please contact Mr. Frank S. Borris, Director, Office of Defects Investigation, at (202) 493-2631.

Sincerely,



Nancy L. Lewis
Associate Administrator
for Enforcement

Enclosure