

[REDACTED]
Madison, AL [REDACTED]
[REDACTED]

JAN 17 2017

January 7, 2017

NHTSA Headquarters
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590

Re: Recall for Chevrolet Trailblazer;
And "General Motors Product Field Action Customer Reimbursement
Request Form

To Whom It May Concern:

I recently submitted an online complaint to your office regarding my 2005 Chevrolet Trailblazer recall on the Fuel Sensor and the constant malfunctioning Exhaust Manifold.

Enclosed are the following supporting documents;

1. General Motor's "Chevrolet" letter regarding the 2005 Chevrolet TrailBlazer's recall;
2. My letter to Reimbursement Department of February 16, 2016;
2. General Motors Product Filed Action Customer Reimbursement Request Form;
3. Chevrolet Customer Assistance Center's letter of February 25, 2016; and
4. Express Oil and Firestone documents showing malfunctions worked performed on to my 2005 Chevrolet Trailblazer.

Lastly, this is the explanation I submitted online to your office" ***"In response to Chevrolet's letter informing me that there is an issue with the 2005 Chevrolet Trailblazer Ext Fuel Level Sensor and if I had paid to get that issue fixed, please forward the enclosed "General Motors Product Filed Action Customer Reimbursement Request Form" to them with my supporting documents.***

Therefore, I forwarded the enclosed "General Motors Product Filed Action Customer Reimbursement Request Form" to Chevrolet requesting in the amount of two thousand seventy \$\$2,070.48) dollars and 48/100; along with supporting documents on February 16, 2016. On February 25, 2016 I received a letter from Chevrolet with four (4) different reasons; that was not clear as to why they denied my reimbursement.

Due to the above response, I filed a Better Business Bureau "BBB" complaint and was informed per telephone that I should contact the Attorney's office with my

NM
12417
SMD

complaint and supporting documents and the National Highway Traffic Safety Administration "NHTSA" so that this issue may be resolved.

Only a personal note, I am a War Veteran with a 100% total and permanent disability and cannot afford to carelessly pay for additional issues that Chevrolet has agreed that they are responsible for; but refuse to reimbursement me "As a customer" for something that they admit is faulty on the 2005 Chevrolet Trailblazer; and in addition, causing me additional financial hardship.

Lastly, I have also forwarded a hard copy to your office and the office of the NHTSA. Thanks for your assistance and I look forward to hearing from you.

Thank you in advance for your assistance and I look forward to hearing from your office regarding this matter

Very truly yours, 



CC:
Office of the Attorney General
P.O. Box 300152
Montgomery, AL 36130-0152



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



10054 1GNET16S256 13 0011519

HUNTSVILLE, AL



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 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.

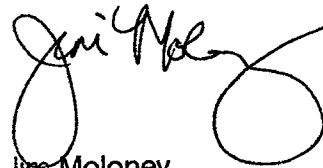


This offer will significantly reduce costs you might incur if your vehicle has this condition and is beyond the terms of its new vehicle warranty.

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.



Jim Moloney
General Director - Customer & Relationship Services

Enclosure
10054



my copy
[REDACTED]
Telephone: [REDACTED]
[REDACTED]

February 16, 2016

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Re: Reimbursement Form for Repair " Vin number: 1GNET16S256 [REDACTED]"

To Whom It May Concern:

Please find enclosed a completed copy of General Motors Product Field Action Customer Reimbursement Request Form. In addition, documents B, C and C-A are attached.

Exhibit B is where the Sensor had issues and I was charged eight-nine "\$89.99" dollars and 99/100's. Exhibit C shows where I had the "Fuel System Service Cleaner" done to try and correct the sensor. The cost of that repair was ninety-four "94.99" dollars and 99/100's. In addition, attached to Exhibit C is Exhibit C-A which indicates that the fuel sensor's cost is Three hundred eighty-two "382.79" dollars and 79/100's. Also attached is a receipt from Firestone which once again the Fuel System Cleaning was applied to my 2005 Trailblazer; in the amount of nine "\$9.99" dollars and 99/100's.

As I write this letter, I am doing so with a considerable level of fury and disappointment at your organization regarding the issues with the 2005 Trailblazer. I have spent well over the amount of money to fix all the continued issues regarding this vehicle. For example; the recent Exhaust Manifold that I have replaced. See attached document Exhibit D. Regarding that issue, I was informed that that is another issue with this vehicular; however, I have not been able to get any assistance with that sensitive issue.

Lastly, I am respectfully requesting reimbursement for the cost of the Fuel Sensor and the cost to replace the Exhaust Manifold and all parts needed to replace it; in amount of one thousand four hundred ninety-two "\$1,492.72" dollars and 72/100's. Totaling two thousand seventy "\$2,070.48" and 48/100's for all parts replaced for just the Sensor and Manifold and all parts needed. However, these are the only records I could locate; I have spent much more to fix this vehicle.

Thank you in advance for your assistance in this stressful matter.

Sincerely Yours,
[REDACTED]

My ~~Copy~~ Copy

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: [Redacted]

Street Address or P. O. Box Number: [Redacted]

City: Madison State: AL Zip Code: [Redacted]

Daytime Telephone Number (include Area Code): [Redacted]

Evening Telephone Number (include Area Code): [Redacted]

Date Request Form and Supporting Documentation Submitted to Dealer: 2/16/16 *Discard Attach*

Vehicle Identification Number of Involved Vehicle: 1GNET165254 [Redacted]

1 ~~Character~~ - Express oil (17 Characters)

Mileage at Time of Repair: 2 ~~449~~ *Freston* Date of Repair: 3/12/15

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 [Redacted] r.

Customer's Signature: [Redacted]

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: _____



February 25, 2016

[REDACTED]
Madison, AL [REDACTED]

Dear [REDACTED]

Thank you for contacting us recently regarding the customer service action program notice you received for your 2005 Chevrolet TrailBlazer. We apologize for any inconvenience you have experienced.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a service action program notice to our loyal customers for their safety and satisfaction.

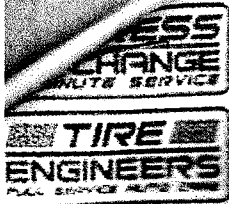
We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount requested. The reasons for this decision are:

- The documentation provided did not substantiate the request.
- The vehicle is outside the time and mileage parameters of the customer service action program.
- The period to submit the request for reimbursement has elapsed.
- Repair was performed at an independent dealer after the issuance of the customer service action program.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: [REDACTED]



EOC DEEP SOUTH # 0020
 EXPRESS OIL CHANGE-DEEPSOUTH
 11951 MEMORIAL PARKWAY SOUTH
 HUNTSVILLE, AL 35803
 (256) 885-2289

DATE 9/14/2015 3:55 PM
 TRANSACTION NO [REDACTED]
 INVOICE NO [REDACTED]
 VEHICLE ID 56 [REDACTED]

my copy

Customer Information

[REDACTED]
 Madison, AL [REDACTED]
 [REDACTED]

Service History

DATE	MILEAGE	SERVICES
9/14/15	174746	SPK TUL TUP MPW MLW MPW MPW

Vehicle Information

2015 CHEVROLET TRAILBLAZER 6CY 4.2L FI 4WD
 MILEAGE 174746

Employees

MECHANIC CASHIER
 [REDACTED]

Service Comments

Description	Qty.	Price
Spark Plugs: DRSP	1.00	0.00
Spark Plug : 41-103 ADV2148	6.00	83.94
R&R Spark Plugs	1.60	152.00
Ignition Coil: DRIC	1.00	0.00
Coil Ignition : E255P ADV2148	6.00	581.94
Exhaust Manifold: XRMA	1.00	0.00
Exhaust Manifold : 674-777 ADV2148	1.00	299.99
R&R Exhaust Manifold	2.60	247.00
Exhaust Manifold Gasket: XRMG	1.00	0.00
Exhaust Manifold Gasket Set : MS96302 OR285669	1.00	17.99
02Sensor OR285719	1.00	79.99
Coil Boots ADV2171	1.00	6.99
SUBTOTAL		\$1,469.84
FLEET CUST. DISC. 5% (5% OFF)		-73.49
SALE		\$1,396.35
TAXABLE	1,070.84	
NONTAXABLE	325.51	
CITY (PARTS)		48.19
COUNTY (PARTS)		5.35
STATE SALES (PARTS)		42.83
TOTAL		\$1,492.72
EOC CC [REDACTED] AUTH: 014654		1,492.72
CHANGE		\$0.00

Warranty Statement

IN THE EVENT OF A PROBLEM AFTER A SERVICE OF ANY KIND, EXPRESS OIL CHANGE MUST BE NOTIFIED AND ALLOWED TO CHECK THE VEHICLE BEFORE ANY REPAIRS ARE MADE. ANY OTHER ACTION SHALL VOID ANY WARRANTIES WHETHER WRITTEN OR IMPLIED.----- OIL WARNING!-----IF YOUR OIL WARNING LIGHT COMES ON (OR YOUR GAUGE LOSES

Invoice

2015

FIRESTONE COMPLETE AUTO CARE
AIRPORT RD
1020 AIRPORT RD SW
HUNTSVILLE, AL. 35802-1318

Service Advisor:
03 ROSS
256.880.1046

2005 CHEVROLET TRAILBLAZER LS [GOLD]
 4.2L L6 FI GAS VIN S DOHC
 Lic #: [REDACTED] **Vin #: 1GNET16S256 [REDACTED]**
 In: 03/12/15 7:58AM **Mileage: 160,728**
 Out: 03/12/15 11:05AM

MADISON, AL

Store # 025496

RETAIL SALE

Description

DIAGNOSTIC SERVICE (ENGINE ANALYSIS)

VEHICLE STALLED A COUPLE TIMES EARLY THIS MORNING

Symptom: Eng:Runs Rough

Eng:Dash Light On-

COMPUTERIZED ENGINE ANALYSIS

SPARK PLUG REPLACEMENT

Symptom:-

9611 IRIDIUM SPARK PLUG

REMOVE & REPLACE SPARK PLUGS

FUEL SYSTEM CLEANING

EK10T FUEL SYSTEM CLEANER

FUEL SYSTEM SERVICE LABOR

Rev Hist

/Article # ID

Qty

Unit Price

Extended Price

Tax

03

2 7024546 55NS 03

1

99.99

99.99

21

1 7010890 55TN 03

6

9.99

59.94

9

1 7023531 55NS 03

1

156.80

156.80

1 7003223 55TN 03

1

39.99

39.99

1 7003230 55NS 03

1

55.00

55.00

Technician(s):

55 JASON STEVENSON

Payment History:

Visa

441.11

Total Tendered

441.11

Summary:

Parts

Labor

Shop Supplies

Sub-Total

Tax (9.00%)

Total

\$4

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:

Rev Amt

1) 03/12/2015 08:49AM 102.19

2) 03/12/2015 08:50AM 232.39

Customer Signature

IN PERSON
IN PERSON

All parts are new unless otherwise specified.

Declined Work:

ACCESSORIES

COOLANT SYSTEM SERVICE W/ KHAMELEON ANTIFREEZE

I acknowledge notice and oral approval of a increase in the original estimated price.

Signature or Initials

PLEASE TELL US ABOUT YOUR SERVICE EXPERIENCE TODAY!

Get \$10 off your next total purchase of \$25 or more and be entered into a drawing for \$500 in services
Call 1-800-859-9203 or go to www.FirestoneSurvey.com; Enter Code [REDACTED]

Offer expires 15 days from date of invoice. Good at all participating locations. Redemption code:

C-A

ORDER #

FIRESTONE COMPLETE AUTO CARE
1020 AIRPORT RD SW
HUNTSVILLE, AL. 35802-1318

SERVICE ADVISOR
03 ROSS
256.880.1046

2/15 11:05AM

2005 CHEVROLET TRAILBLAZER LS [GOLD]

4.2L L6 FI GAS VIN S DOHC

LIC # [REDACTED] VIN # 1GNET16S256 [REDACTED]

IN 03/12/15 7:58AM EST. MILEAGE 160,000

MADISON, AL

Store # 025496

Recommended Services not Authorized by Customer

Status	Description	Qty	Unit Price		Extended Price		Total
			Parts	Labor	Job Total	Cat. Total	
Recmd	ACCESSORIES					382.79	
	6001624 FUEL LEVEL SENSOR	1	78.99	0.00			
	REMOVE & REPLACE FUEL LEVEL SENSOR	1	0.00	303.80			
	System Failure - Required						> 382.79 382.79
Recmd	COOLANT SYSTEM SERVICE W/ KHAMELEON ANTIFREEZE					110.99	
	COOLANT FLUSH W/SEALER AND	1	30.99	0.00			
	CONDITIONER						
	SAFETY KLEEN KHAMELEON ANTIFREEZE	2	12.50	0.00			
	COOLANT FLUSH LABOR	1	0.00	55.00			
	Scheduled Maintenance - Suggested						> 110.99 493.78

Recommended Parts: 134.98
Labor: 358.80
Subtotal: 493.78
Shop Supplies: 21.53
Tax (9.00%): 14.08
Total: 529.39

THESE PRICES ARE VALID FOR 30 DAYS

Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate charged per the Mitchell Labor Manual @ Skill Rate.

Invoice

FIRESTONE COMPLETE AUTO CARE
BOB WALLACE
2010 BOB WALLACE AVE SW
HUNTSVILLE, AL. 35805-4709

Service Advisor:
03 JAZZ
256.539.4118

7/2013

2005 CHEVROLET TRAILBLAZER [GOLD]
6-256 4.2L DOHC

Lic #: [REDACTED] Vin #: 1GNET16S256 [REDACTED]

In: 07/01/13 2:26PM Mileage: 143,115

Out: 07/01/13 5:36PM

MADISON, AL

Store # 018929

RETAIL SALE

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Jc Tot
SYNTHETIC BLEND OIL CHANGE UP TO 5 QTS 7.0 QTS. API - SAE 5W-30		03				20.0
TF5288 OIL FILTER	7006952	66TN	1	4.99	4.99	
5W30 SYNTHETIC BLEND UP TO 5QTS	7000614	66NN	1	25.00	25.00	
ADDITIONAL OIL REQUIRED 2.0 QTS @ \$0.50 PER 1/10 QTS	7008658	66NN	20	0.50	10.00	
USED OIL FILTER RECYCLING CHG (1)	7075051	66TN	1	2.50	2.50	
OIL CHANGE LABOR	7029718	66NS	1	5.00	5.00	
PRT-DISC DISCOUNT SYNTHETIC BLEND OIL CHANGE UP TO 5 QTS	7001674	66P	-1	23.15	-23.15	
Discount Tax: Taxable \$-2.89 Non-Taxable \$-20.26						
LBR-DISC DISCOUNT SYNTHETIC BLEND OIL CHANGE UP TO 5 QTS	7001674	66N	-1	4.34	-4.34	
RENU 500 FUEL SYSTEM CLEANING		03				9.9
FS1813 FUEL EFFICIENCY RESTORER	7075000	66TN	1	9.99	9.99	
RENU 500 LABOR	7025577	66NS	1	N/C	N/C	
A/C PERFORMANCE CHECK SPECIAL		03				19.9
AIR CONDITIONING PERFORMANCE C	7023442	66NS	1	39.99	39.99	
LBR-DISC DISCOUNT - LABOR	7001647	66N	-1	20.00	-20.00	
COURTESY CHECK		03				
COURTESY CHECK	7046930	66NS	1	N/C	N/C	

Technician(s):

66 KENNETH LAKE

Payment History:

CFNA	[REDACTED]	52.46	[REDACTED]
Total Tendered		52.46	

Summary:

Parts	26.8
Labor	23.1
Shop Supplies	1.0
Sub-Total	51.0
Tax (8.00%)	1.1
Total	\$52.4

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

voice

FIRESTONE COMPLETE AUTO CARE

Service Advisor:

BOB WALLACE

03 JAZZ

2010 BOB WALLACE AVE SW

256.539.4118

HUNTSVILLE, AL. 35805-4709

2005 CHEVROLET TRAILBLAZER [GOLD]

6-256 4.2L DOHC

Lic #: [REDACTED]

Vin #: 1GNET16S256 [REDACTED]

In: 07/01/13 2:26PM

Mileage: 143,115

Out: 07/01/13 5:36PM

MADISON, AL [REDACTED]

Store # 018929

RETAIL SALE

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Jr Tot
SYNTHETIC BLEND OIL CHANGE UP TO 5 QTS		03				20.0
7.0 QTS.						
API - SAE 5W-30						
TF5288 OIL FILTER	7006952	66TN	1	4.99	4.99	
5W30 SYNTHETIC BLEND UP TO 5QTS	7000614	66NN	1	25.00	25.00	
ADDITIONAL OIL REQUIRED 2.0 QTS @ \$0.50 PER 1/10 QTS	7008658	66NN	20	0.50	10.00	
USED OIL FILTER RECYCLING CHG (1)	7075051	66TN	1	2.50	2.50	
OIL CHANGE LABOR	7029718	66NS	1	5.00	5.00	
PRT-DISC DISCOUNT SYNTHETIC BLEND OIL CHANGE UP TO 5 QTS	7001674	66P	-1	23.15	-23.15	
Discount Tax: Taxable \$-2.89 Non-Taxable \$-20.26						
LBR-DISC DISCOUNT SYNTHETIC BLEND OIL CHANGE UP TO 5 QTS	7001674	66N	-1	4.34	-4.34	
RENU 500 FUEL SYSTEM CLEANING		03				9.0
FS1813 FUEL EFFICIENCY RESTORER	7075000	66TN	1	9.99	9.99	
RENU 500 LABOR	7025577	66NS	1	N/C	N/C	
A/C PERFORMANCE CHECK SPECIAL		03				19.0
AIR CONDITIONING PERFORMANCE C	7023442	66NS	1	39.99	39.99	
LBR-DISC DISCOUNT - LABOR	7001647	66N	-1	20.00	-20.00	
COURTESY CHECK		03				
COURTESY CHECK	7046930	66NS	1	N/C	N/C	

Technician(s):

66 KENNETH LAKE

Payment History:

CFNA [REDACTED]

52.46 [REDACTED]

Total Tendered

52.46

Summary:

Parts	26.0
Labor	23.0
Shop Supplies	1.0
Sub-Total	51.0
Tax (8.00%)	1.0
Total	\$52.0

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.



Madison, AL



1000



20590

U.S. POSTAGE
PAID
MADISON, AL
35758
JAN 07, 17
AMOUNT

\$1.36

R2304E107442-25

NHTSA Headquarters
1200 New Jersey Avenue S.E.
West Building
Washington, DC 20590