



Consumer Report: Chevrolet SS Comes Standard with Vibration

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([PRWEB](#)) March 1, 2005 -- Many people have many problems with many things. Some you have control over and some you don't. The real problem begins when you can't get your problem solved. What? You won't help me? But? You have my money! My product doesn't work!

Have you ever been in this situation? I have had problems with products or services several times and they are usually quickly resolved. Well, over the past year I have had several problems that just haven't gotten resolved. So, what better place to take them than to the public.

I may even make this a recurring column and discuss other people's problems.

In October 2003 I purchased a Chevrolet SS pickup truck for my soon-to-be wife. The sales rep, which happened to be the manager, told me this truck was the best truck on the road. Well, having owned Chevrolet's all my life and trusting this sales rep and dealership, away I went in my new truck.

Things were good for the first few months. Then, my wife drove the truck to see her parents an hour away. She called me and said the truck was vibrating so much that it was giving her a headache. When she took it by the dealership they told her it was normal and couldn't be fixed. At the time I didn't have a chance to deal with the situation because of a race for Congress. I figured it wouldn't hurt to wait a few more months.

In August of 2004 I took the truck to the Chevrolet dealership. They said they found nothing technically wrong with the vehicle. Technically? Interesting term in customer service. After several more visits to the dealership and after being turned down by the GM rep to have a meeting I contacted the Better Business Bureau.

I filled out the normal paperwork for the Bureau and waited to hear back. After I did not, I contacted the GM Corporation Customer Service Center. I was promptly contacted by "Regina." Hmm, getting places, I thought. Several, several weeks later -- and three skipped conference calls by Regina -- I was told that my Chevrolet SS pickup truck comes standard with vibration. Can I get that in writing? "No. We can't give you anything in writing."

Excuse me? Regina with GM told me that the shaking and rattling in my brand new SS was normal. But, but Regina, GM and my local Chevrolet dealership? Why would you sell me a brand new SS that vibrates and then refuse to fix it?

Like I said before, I have driven Z71's and Tahoe's all my life. They don't come standard with vibration.

My wife and I now have a six-week old baby. For those who have children you know it is a feat to get them to sleep. Well, we can't even drive the best truck on the road because it wakes our baby. Now, Chevrolet is proudly releasing an entire line of SS trucks and cars. The commercial is catchy and brilliantly put together. However, instead of driving a car that is smooth like a record it feels more like an accordion.



Chevrolet says it has better resale value then Ford or Dodge. Well, the SS pickup's sticker price is over \$40,000 new and you can buy a year and a half old one for \$24,000.

My advice to consumers is to only purchase these vehicles if you want a ride that will give you a headache, chatter your teeth and keep your baby awake. So, buyer (and stock-holder) beware. The new Super Sport is one sport short of being super. Your best bet? Get a few horses and a log wagon, it's a lot cheaper and just as smooth.

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