



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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

DEFECT INVESTIGATION USE ONLY 1368

Date Received  
03 FEB 21 AM 8:14  
24 JAN 2003  
OFFICE  
DEFECTS INVESTIGATION

Repository ☐

Reference No.  
10004577

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City LEXINGTON State KY Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
Evening Telephone Number \_\_\_\_\_

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO  
In the absence of an address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 2/14/03

**VEHICLE INFORMATION**

|                                                                                                          |                                    |                                             |                               |                    |
|----------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------|-------------------------------|--------------------|
| Use Vehicle Identification Number Located at bottom of windshield on driver's side<br>1GNEY1H00F161975   |                                    | Make<br>CHEVROLET                           | Model<br>BLAZER               | Model Year<br>1987 |
| Date Purchased                                                                                           | Dealer's Name and Telephone Number |                                             | Engine:<br>No. Cylinders<br>8 | Fuel Type:<br>UL   |
| Original Owner<br><input checked="" type="checkbox"/>                                                    | Dealer's City                      | State                                       | Zip Code                      |                    |
| Transmission Type<br><input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control | Powertrain                         | Vehicle Component Code<br>150000 SEAT BELTS |                               |                    |
| Multiple Failure:                                                                                        |                                    |                                             |                               |                    |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|                                 |                            |                      |                                                                                                               |
|---------------------------------|----------------------------|----------------------|---------------------------------------------------------------------------------------------------------------|
| Incident Date(s)<br>20-JAN-2003 | Failure Mileage<br>160,000 | Failure Speed<br>N/A | * one of the seat belt attachment points to the body has rusted through, making the seat belt almost useless. |
|---------------------------------|----------------------------|----------------------|---------------------------------------------------------------------------------------------------------------|

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

|                                 |                                                                                      |                                |
|---------------------------------|--------------------------------------------------------------------------------------|--------------------------------|
| Tire Make                       | Tire Model (Name or Number)                                                          | Tire Size (Example P215/65R15) |
| DOT No. (Example: DOTM19ABC036) | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair | Failure Location:              |
| Tire Component Code             | Tire Failure Type                                                                    |                                |

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

|                            |                      |                 |
|----------------------------|----------------------|-----------------|
| Make:                      | Date Manufactured:   | Model No./Name: |
| Seat Type:                 | Installation System: |                 |
| Child Seat Component Code: | Failed Part:         |                 |

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

|                                                                              |                                                                             |                           |                  |                         |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|------------------|-------------------------|
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police<br>N |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|------------------|-------------------------|

Narrative Description of Incident(s), Crash(es), and Injury(es).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT THEY ARE UNABLE TO PULL THE SEAT BELT FOR MORE ROOM DUE TO THE SEAT BELT SLOT BEING RUSTED. DEALER NOTIFIED. TS

\* one of the seat belt attachment points to the body has rusted through, making the seat belt almost useless.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

X Note: Please See attached Email I  
Sent to Chevrolet

Thank You.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**VEHICLE  
OWNER'S**

**QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.safercar.gov>

X-Auth-No:

Date: 13 Jan 2003 11:47:57 -0400

From: cac@chevrolet.com

Reply-To: cac@chevrolet.com

Subject: RE: Chevrolet Blazer Owner Assistance

To: [REDACTED]

X-Mailer: Siebel 6.3.1.7 [9312] ENU

X-MIMETrack: Itemize by SMTP Server on SLMS01/SERVERS/SITELCAC(Release 5.0.9a | January 7, 2002) at

01/13/2003 11:47:57 AM,

Serialize by Router on SRMTA01/SERVERS/SITELCWEB(Release 5.0.9a | January 7, 2002) at

01/13/2003 11:47:59 AM,

Serialize complete at 01/13/2003 11:47:59 AM

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center.

We sincerely apologize for any inconvenience you have experienced with your vehicle.

Unfortunately, General Motors will not be able to offer cost assistance for your seat belt repair due to the age of the vehicle.

We appreciate your taking the time to write to us about the handling of your concerns pertaining to your 1987 Chevrolet Blazer. General Motors realizes that the consumer is not only attracted to a quality product, but also to quality customer assistance that comes with the product. This office gathers information and based on that information determines the best method of handling. We are continually making improvements in ways to assist the needs of our customers.

If you should need to contact us in the future, please e-mail us again or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Sincerely,

Laura Hartman

Customer Relationship Manager

Chevrolet Customer Assistance

#Subject=RE: Chevrolet Blazer Owner Assistance

-----Original Message-----

From: [REDACTED] Sent: 1/12/03 4:17:59 PM To: cac@chevrolet.com Subject: Chevrolet Blazer Owner Assistance -----

Name : [REDACTED]

Address : [REDACTED]

Printed for [REDACTED]

2/4/2003

*Chevrolet play to me.*

: Lexington, KY [REDACTED]

Daytime Phone Number : [REDACTED]

ex. HOME

Evening Phone Number : [REDACTED]

ex. WORK

Vehicle : 1987 Blazer

VIN : 1GNEV18KXHF161975

Mileage :

Dealer :

Comments : As the owner of the above listed vehicle, I have a major concern that I want some assistance with by Chevrolet . The seat belts used to be attached in two places, one being in the center of the truck, and one on either side of the truck behind the seats. On both sides of the truck the bolts that hold the seat belts have rusted loose from the inside walls of the cab, and this affects any front seated passenger safety, both seat belts have rusted out at the connections on the sides of the cab. This means any front seated passenger has no lap restraint that will function, only the strap that comes across the chest, and that is not even braced as it should be. I realize this is a old vehicle, but I also realize that the seat belt is suppose to be intact and working properly always, and the way it was designed is a flaw. It should of been braced and bolted to something more reliable. I just want the seat belts to be fixed as they should be at no charge to me at some local Chevrolet Dealer.

Email Address [REDACTED]

Original Email to Chevrolet