



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

2003 SEP -2 31 JUL 2003 38

FOR AGENCY USE ONLY 1388

Date Received

Repository

Reference No.
10081725

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BRONX State: NY Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 08/12/03 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNDT135822 [Redacted]
Make: CHEVROLET Model: TRAILBLAZER Model Year: 2002
Date Purchased: 11-19-01 Dealer's Name and Telephone Number: Doblers Chevrolet (516) 483-4470
Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]
Engine: No. Cylinders: 6 cyl Gasoline 4.2
Transmission Type: 4 Speed Automatic Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: 010000 STEERING
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 28-JUL-2003 Failure Mileage: [Redacted] Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R15): [Redacted]
DOT No. (Example: DOTM189ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

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

Crash: Yes No Fire: Yes No Number of Persons Injured: One Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
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 WHILE DRIVING, THEY LOST STEERING CONTROL CAUSING AN ACCIDENT. DEALER NOTIFIED. *PH

Brakes failing to stop.

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)

Driving north on New Jersey turnpike, when truck cut me off losing little control. Gaining control fully, then brakes felt like no pressure. Steering taking loosening up & then lock up. Caused me to spin out of control, which one of the recalls on this vehicle causes. GM motors says nothing wrong w/ vehicle. Allstate agrees with me stating sometimes the vacuum to the engine will shut down causing my symptoms. If the power control panel could short causing the same symptoms to happen.

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

**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) & DOT



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



C03019

June, 2003

Dear Chevrolet Customer:

As the owner of a 2002 Chevrolet TrailBlazer your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

This letter is intended to make you aware that some 2002 model year Chevrolet TrailBlazer model vehicles may experience a cracking of an engine cylinder bore liner. This will cause engine noise, poor performance, and/or stalls with no engine re-start.

This is not a recall. Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: To address the above mentioned condition, General Motors is providing owners with special warranty coverage. If this condition occurs on your 2002 Chevrolet TrailBlazer within seven (7) years of the date your vehicle was originally placed in service or 100,000 miles (160,000 km), whichever occurs first, the condition will be repaired for you at no charge.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to call the service department at your dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special policy condition. Reimbursement requests are to be submitted by June 30, 2004.



CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-6170

January 29, 2003

[REDACTED]
Bronx, NY [REDACTED]

Service request: S1-15352633

Dear [REDACTED]

Thank you for your recent correspondence regarding your 2002 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

Unfortunately, my attempts to contact you have been unsuccessful to schedule a repair opportunity for your vehicle. I have tried to contact you on the following dates, January 16, 2003 and January 20, 2003.

As soon as you are available, I need you to contact me to schedule a repair opportunity for your vehicle.

Please contact me at 1-800-231-1841 x57135 Monday through Friday Eastern Standard Time 8:00 a.m. to 4:00 p.m. and I would be happy to assist you.

Sincerely,

Jared Wallace
Customer Relationship Manager

LC0033-T/jja



CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

February 27, 2003

[REDACTED]
Bronx, NY [REDACTED]

Service request: S1-15352633

Dear [REDACTED]

Thank you for your recent correspondence regarding your 2002 Chevrolet Trailblazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

Unfortunately, my attempts to contact you have been unsuccessful to discuss your concern.

As soon as you are available, I need you to contact me to discuss your concern.

Please contact me at 1-800-231-1841 extension 57135 Monday through Friday Eastern Standard Time 8:00 a.m. to 4:00 p.m. and I would be happy to assist you.

Sincerely,

Jared Wallace
Customer Relationship Manager

LC0033-T/th

[REDACTED]



CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-8170

March 25, 2003

[REDACTED]
Bronx, NY [REDACTED]

Service request: S1-15352633

Dear [REDACTED]

Thank you for your recent correspondence dated [date] regarding your 2002 Chevrolet Trailblazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

Unfortunately, my attempts to contact you have been unsuccessful to schedule a repair opportunity for your vehicle. I have tried to contact you on the following dates: March 24, 2003. I tried to reach you at [REDACTED] and was advised no one by your name is there.

As soon as you are available, I need you to contact me to schedule a repair opportunity for your vehicle.

Please contact me at 1-800-231-1841 extension 57135 Monday through Friday Eastern Standard Time 8:00 a.m. to 4:00 p.m. and I would be happy to assist you.

Sincerely,

Jared Wallace
Customer Relationship Manager

LC0033-T/

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**