



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

FOR AGENCY USE ONLY 1220

Date Received
2003 OCT 28 AM 10:59
04-SEP-2003

Repository
Reference No.
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OWNER INFORMATION (Type or Print)

Name _____
Address _____
City **HARRERO** State **LA** Zip Code _____

Daytime Telephone Number _____
Evening Telephone Number **SOME**

E-mail Address _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date **1/1**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GNDG13522Z295826

Make **CHEVROLET** Model **TRAILBLAZER** Model Year **2002**

Date Purchased **12-17-01** Dealer's Name and Telephone Number _____
Original Owner Dealer's City **Harvey** State **La** Zip Code **70022**
Engine: _____ No: Cylinders _____ Fuel Type: _____

Transmission Type _____
 Antilock Brakes _____ Powertrain _____
 Cruise Control _____
Vehicle Component Code **110000 ELECTRICAL SYSTEM**
Multiple Failure: **4**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **12-17-01** Failure Mileage _____ Failure Speed _____
Short + electrical failure through out the vehicle

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: DOT14L3ABC036) Original Equipment 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(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured _____ Number of Deaths _____ 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).

UPON STARTING VEHICLE THE ELECTRICAL SYSTEM MALFUNCTIONED, CAUSING THE HEADLIGHTS/RADIO, AND DASHBOARD LIGHTS TO SHORT OUT. THIS HAPPENED SEVERAL TIMES. CONSUMER TOOK VEHICLE TO DEALER, THEY CHANGED THE SENSORS. HOWEVER, IT DID NOT SOLVE THE PROBLEM. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to a subpoena issued 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.

Manero La

Oct 13, 03

To Whom This May Concern:

We purchase a 2002 Trail Blazer in Dec 2001. At first we were glad to have it. Then we started having serious problems. It's been locked both to Lessor Chevrolet. They couldn't find what was wrong. We definitely had a short in it. Eventually we brought it back to the shop. It was always something else wrong & still trying to find out where the short was.

Lessor Chevrolet treated us a God. Until we kept on bringing the vehicle back & telling them there was a short. We left the vehicle with them for 4 days so they could work on it.

I call the second day. They said the vehicle

2

was fix & I ask them about
the short. They said they couldn't
find it. So we went back
to pick up the Vehicle & ask
& talk to the Supervisor over
the service writer we had.

He came out & my husband
told him how afraid &
dangerous it was & drive
that Vehicle & if it would
short all the way out when
we were in Vehicle with
our grandchildren. It could
be very serious. Because we
wouldn't be able to get out
because its power lock.

He said, "What you want
me to do, take all the wires
out of the dash board?" I
said yes if it would help
you to find it. He said no
they couldn't do that. I ask
him how he would like to
sit ride around in that
vehicle with his family.
He didn't answer.

3

I reported it to the Lemon
Law & Chevrolet Manufacture
I was very disappointed how
Chevrolet handled it. The
Lady I made the complaint
to Myra Bethel, said
that was normal. I told her
that wasn't normal. That
the C. D. player gets so hot
it will turn you hard.
& everywhere we turn around
electrical problems were
going out. Made the complaint
on 09/02/03. Call several times
since that: & left messages
never contacted me back:

Also contact Marcie Weldon
at GMAC to let her know what
were dealing with a Lemon
& how disorganized & disassembled
we were. Got to apartment
where we didn't even want
to pay for the Lemon. We
decided not to trust our
credit & to get something
legal done. The vehicle

paper it has been with the
shop at least 3 times.

The last time I brought
it to Lesson. The service
writing off. Told me and
my husband John Jackson that
we were pickpicking because
our warrant was almost
up. & the noise in the steering
wheel was the charge noted
of the vehicle. My husband
got upset & left the vehicle
at Lesson & told them to keep
it.

Then the next day we
pick it up & brought it
to Jewell Cabell & Chennet
Christ Lamarche. The service
wrote heard the noise &
said there's something wrong
with the vehicle. It stayed
there for 1 1/2 days. He said
a part had to be changed in
the vehicle & also a recall
was never repair on the
vehicle. Do many times

5.

as the vehicle went to Lesson
it was never fixed.
Now I need to bring it
back to the shop. The lock
hatch lock ~~to~~ ~~lock~~ doesn't
work. The rear windshield
wiper doesn't work & when
you turn the key off everything
goes off. It is very discouraging
to have a lesson & to be
afraid to be on never knowing
if it will short out &
catch on fire. He had
many vehicles & never ever
had this problem.

We went to talk to Jan the
floor manager at Lesson to trade
the vehicle in. He said he
would try to help us get out
of the vehicle. He said that all
the problems we were having
it wasn't normal. Something
was definitely wrong with
this vehicle. He came back
with an offer. He wanted us to
lease the Lexus for \$7500⁰⁰ on the

Vehicle. My husband got
upset & said I'm not
stupid. This is a Lesson &
you need to make a better
offer. He said he couldn't
They husband said we
will report this to the Lesson
Law & Chevrolet they need
to know this is a piece of
junk. It's amazing discharging
that no one wants to stand
by him. This vehicle
Chevrolet ~~was~~ & Lesson
~~was~~. This vehicle is
a hazard to be in &
we are afraid of it
& never have we ever
treated so bad by a
service writer. I'm at Lesson.
They don't want to face it.
Someone was really, really
with vehicles. He told us
They replace tires & your suspension
also get both wheels, key lock
on low battery, never lower & etc

7

Theres a lot of electrical problems.
The first time we brought it
when I turn the key on
something blew it made a
noise. It blew the headlight
& all the lights went out & the
radio & clock. Then after
a couple of minutes the radio
came back on that's when we
knew something serious was
wrong with our vehicle.

I'll mail a copy of
all the invoices you
could see how many times
the vehicle was in the shop
for electrical & other problems.

To resolve this we
would like another vehicle
something that is safe.
Also our warranty is almost
over. We had a vehicle
we can trust to be in.

We travel alot & we feel
like this vehicle is a burden &
its hazzard & someone could
be hurt its its also when I

brought it to lesson they
were suppose to order a
cup holder for the vehicle
because it broke. I'll this
day they never call to tell
us if it come or this is the
kind of dealership we bought
this vehicle to & just these
people who don't care &
don't know how to treat their
customers. They can take some
good points from Sewell.
Hoping to hear some encouraging
news soon. We are still having
electrical problems.

Thanks &
God Bless


Ampton

Travis, Sr.

Also I'll be sending a copy of this
letter to US Department of Transportation
Better Business Bureau
Chemical Manufacturers Service request # 51-136471458

Staple to the pink slip are
response to our Complaint
to Ymar, Chevrolet. Lesson

Thank you +
God Bless



GMAC

P.O. Box 880208 Dallas TX 75288

1-800-200-4822

September 8, 2003

Chevrolet Motor Division
PO Box 7047
Troy, MI 48007-7047

Account No.: 084-1238-84913
Vehicle: N02 Chevtrailblazer
VIN: 1GNDS13S222295828

Customer:

[REDACTED]
Marrero, LA [REDACTED]

Dealer:

Leson Chevrolet Company, Inc.
P O Box 160
Harvey, LA 70059

The above customer has contacted us with a complaint regarding the condition of this vehicle. We are requesting your assistance in resolving the matter as expeditiously as possible in the interest of customer satisfaction. Since GMAC has provided financing of the vehicle, please send us a copy of all correspondence concerning this account.

Your cooperation is appreciated.

Sincerely,

Saunsarae Empey

Saunsarae Empey

GENERAL MOTORS ACCEPTANCE CORPORATION

P.O. Box 660208 Dallas TX 75266
800-675-9375

September 8, 2003

Leson Chevrolet Co, Inc
1501 Westbank Expressway
Harvey, LA 70058

Account No.: 084-1238-64913

Vehicle: 2002 Chevy Trailblazer
VIN: 1GNDS13S222295826

Customer: 

Dealer: Leson Chevrolet Company

The above customer has contacted us with a complaint regarding the condition of this vehicle. We are requesting your assistance in resolving the matter as expeditiously as possible in the interest of customer satisfaction. Since GMAC has provided financing of the vehicle, please send us a copy of all correspondence concerning this account.

Your cooperation is appreciated.

Sincerely,


Customer Service Specialist

cc: 
cc: Chevrolet Motor Company

GENERAL MOTORS ACCEPTANCE CORPORATION

P.O. Box 660208 Dallas TX 75266

Branch Phone Number

September 8, 2003

Chevrolet Motor Division
P.O. Box 33170
Detroit, MI 48232

Account No.: 084-1238-64913

Vehicle: 2002 Chevy Trailblazer
VIN: 1GNDS13S222295826

Customer:

[REDACTED]
Marrero, LA [REDACTED]

Dealer: Leson Chevrolet Company

The above customer has contacted us with a complaint regarding the condition of this vehicle. We are requesting your assistance in resolving the matter as expeditiously as possible in the interest of customer satisfaction. Since GMAC has provided financing of the vehicle, please send us a copy of all correspondence concerning this account.

Your cooperation is appreciated.

Sincerely,


Customer Service Specialist

cc: [REDACTED]
cc: Leson Chevrolet Company

GMAC

P.O. Box 990208 Dallas TX 75268

1-800-200-4822

September 8, 2003

[REDACTED]
Marrero, LA [REDACTED]

Account No.: 084-1238-64913

Dear [REDACTED]

This is in response to your complaint of September 5, 2003. I was sorry to learn of the problems you have experienced with your N02 Chevtrailblazer.

Regrettably, I cannot address your concerns directly, as GMAC's only products are the financial services we offer. However, I have referred your complaint to the Customer Relations Manager of Chevrolet Motor Division. A copy of my letter is enclosed. If you wish, you may telephone Chevrolet Motor Division directly at (800) 222-1020 or write to them at PO Box 7047, Troy, MI 48007-7047.

I can assure you that customer satisfaction is of primary concern to everyone connected with General Motors. We, therefore, sincerely regret learning of the difficulties you have experienced.

I appreciate the opportunity to assist you in resolving this matter, and I trust that Chevrolet Motor Division will address your concerns to your satisfaction. I hope you will consider GM and GMAC for your future automotive needs. We would be pleased to serve you.

Sincerely,

Saunsarae Empey

Saunsarae Empey

Enclosure

GENERAL MOTORS ACCEPTANCE CORPORATION

P.O. Box 660206 Dallas TX 75266

Branch Phone Number

BRANCHES THROUGHOUT
THE WORLD

EXECUTIVE OFFICES
DETROIT

September 8, 2003

[REDACTED]
Marrero, LA [REDACTED]

Account No: 084-1238-64913

Dear [REDACTED]:

This is in response to your complaint of September 8, 2003. I was sorry to learn of the problems that you have experienced with your 2002 Chevy Trailblazer.

Regrettably, I cannot address your concerns directly, as GMAC's only products are the financial services we offer. However, I have referred your complaint to the Customer Relations Manager of Chevrolet Motor Division. A copy of my letter is enclosed. If you wish, you may telephone Chevrolet Motor Division directly at (800) 222-1020 or write to them at P.O. Box 33170, Detroit, MI 48232.

I can assure you that customer satisfaction is of primary concern to everyone connected with General Motors. We, therefore, sincerely regret learning of the difficulties you have experienced.

I appreciate the opportunity to assist you in resolving this matter, and I trust that Chevrolet Motor Division will address your concerns to your satisfaction. I hope you will consider GM and GMAC for your future automotive needs. We would be pleased to serve you.

Sincerely,


Customer Service Specialist
1-800-675-9375 X 3562

cc: Chevrolet Motor Division
cc: Leson Chevrolet Company



MARK OF EXCELLENCE
AWARD WINNER

JAN M. STIPELCOVICH
General Sales Manager

LEON CHEVROLET
COMPANY INC.
1501 WESTBANK EXPY
HARVEY, LA 70058

Phone (504) 366-4381
Fax (504) 374-0237

Put it up at 5:00
Got home Sunday 10:15
Not working making a
sound like air coming up
of wheel when start & stop
Call Jack to another Service Man
said to bring truck back in morning

**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).**