



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 1357

Date Received

Repository

2003 OCT 12 2003 3:25

Reference No.
10040287

OWNER INFORMATION (Type or Print)

Name

Address

City

CENTERVILLE

State OH

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?
In the absence of an answer, NHTSA will use the name or address of the vehicle manufacturer.

YES

NO *WS*

Signature of Owner

Date 9/30/03

VEHICLE INFORMATION

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

16NDT135422364917

Make

CHEVROLET

Model

TRAILBLAZER

Model Year

2002

Date Purchased

1-31-02

Dealer's Name and Telephone Number

JEFF SCHMIDT AUTO SALES
1001 N BRIDGE ST
937-878-3471

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

135000 VISIBILITY: REARVIEW MIRRORS/DEVICES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

See Attached

Failure Mileage

14867

Failure Speed

INCONSISTENT

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: DOTM19A9C038)

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

Fine

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).

ELECTRONIC EXTERIOR REARVIEW MIRRORS AND POWER SEAT ENGAGE AND OPERATE BY THEMSELVES. DEALERSHIP CANNOT FIX 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 93-579) 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 responses 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 responses, 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)

The memory for mirrors & seats will not keep their position. Anytime you get in or out of the vehicle they "reset" themselves to a new position. Occasionally they may move while you're driving. Very unsafe

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



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) 2 DOT



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

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HISTORY LISTING

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CUSTOMER NAME : XXXXXXXXXX SERIAL NO. : 1GNDT13S422364917

R.O NO. : 93358 R.O DATE : 09/18/2003 R.O TYPE : S
RELEASE : 39407 ADVISOR NO. : 618

JOB NUMBER : 1 OPERATION 46CV2NR OP. DESC. OUTSIDE MIRROR

SALE TYPE : W TECHNICIAN NO(S). 99

COMPLAINT : CURT STRAPS MIRRORS MOVE EVERY TIME CURT EXITS VEH
SOP ARE ON.

CAUSE : OPEN

CORRECTION : INSPECT AND REPLACE RIGHT FRONT DOOR MODULE/SWITCH ASSEMBLY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
93358 N2116

JOB NUMBER : 2 OPERATION 01CV2LF OP. DESC. LUBE, OIL & FILTER

SALE TYPE : I TECHNICIAN NO(S). 116

COMPLAINT : CHANGE OIL, FILTER AND LUBE CHASSIS, TOP OFF ALL FLUIDS AND
CHECK TIRES FOR WEAR.

CORRECTION : CHANGED OIL, FILTER, LUBED CHASSIS AND TOPPED OFF ALL FLUIDS
CUST WAS PERFECT 10

COMMENTS : JOB 2 PERFECT 10 331D ACCT

R.O NO. : 94422 R.O DATE : 08/29/2003 R.O TYPE : S
RELEASE : 32125 ADVISOR NO. : 355

JOB NUMBER : 1 OPERATION 46CVZ OP. DESC. ACCESSORIES

SALE TYPE : C TECHNICIAN NO(S). 99

COMPLAINT : MIRRORS MOVE EVERY TIME CUSTOMER GETS OUT OF THE TRUCK

CORRECTION : ORDERED PARTS

R.O NO. : 94165 R.O DATE : 09/21/2003 R.O TYPE : S
RELEASE : 32123 ADVISOR NO. : 355

JOB NUMBER : 1 OPERATION 62CVZ OP. DESC. INTERIOR TRIM

SALE TYPE : W TECHNICIAN NO(S). 99

COMPLAINT : CUSTOMER STATED SEAT WONT GO INTO EASY EXIT MODE MANUALLY OR
ELECTRICALLY

CORRECTION : INSPECT AND REPROGRAM LEFT DOOR MODULE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
94165 27901 94165 N6624

JOB NUMBER : 2 OPERATION 62CVZDIAB OP. DESC. BIAO AND REPORT

SALE TYPE : C TECHNICIAN NO(S). 99

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DRIVERS MAY HAVE AN INTERMITTENT CONDITION AT VEHICLE START-UP IN WHICH THE INSTRUMENT PANEL CLUSTER MAY NOT POWER UP RESULTING IN MOST OF THE DISPLAYS, TELLTALE LIGHTS AND FUNCTIONS BEING IMPERATIVE

CAUSE : DEALERS ARE TO REPROGRAM THE INSTRUMENT PANEL CLUSTER SOFTWARE

CORRECTION : NA-96 V0995 .3 ADM .1

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
90329 V0995

R.O NO. : 86302 R.O DATE : 04/22/2003 R.O TYPE : S
MILEAGE : 22017 ADVISOR NO. : 108

JOB NUMBER : 1 OPERATION 46CVZ OP. DESC. ACCESSORIES

SALE TYPE : W TECHNICIAN NO(S). 99

COMPLAINT : MIRROR ON DR SIDE AND ENGY EXIT SEATING, ISNT WORKING

CAUSE : INTERNAL FAILURE

CORRECTION : INSPECT AND CONFIRM CONCERN. CONTACT TECH ASSIST.
REPLACE LEFT FRONT DOOR MODULE/SWITCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
86302 27901 86302 N2117

JOB NUMBER : 2 OPERATION 01CVZLOF OP. DESC. LUBE, OIL & FILTER

SALE TYPE : I TECHNICIAN NO(S). 99

COMPLAINT : CHANGE OIL, FILTER AND LUBE CHASSIS, TOP OFF ALL FLUIDS AND CHECK TIRES FOR WEAR.

CORRECTION : CHANGED OIL, FILTER, LUBED CHASSIS AND TOPPED OFF ALL FLUIDS

COMMENTS : JOB 2 PERFECT 10-3310

R.O NO. : 82297 R.O DATE : 02/14/2003 R.O TYPE : S
MILEAGE : 19560 ADVISOR NO. : 618

JOB NUMBER : 1 OPERATION 56CVZ OP. DESC. EXTERIOR MOLDINGS

SALE TYPE : W TECHNICIAN NO(S). 99

COMPLAINT : CUST STATES EMBLEM L.T.L. IS MISSING FROM LTRERR DOOR FRNT. POST.

CAUSE : POOR ADHESIVE/LOOSE, MISSING

CORRECTION : INSPECT AND REPLACE LEFT SIDE EXTERIOR EMBLEM

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
82297 27901 82297 87010

JOB NUMBER : 2 OPERATION 46CVZ OP. DESC. ACCESSORIES

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DO NOT KEEP MEMORY

CORRECTION : INSPECT, WORKING AS DESIGNED AT THIS TIME



JOB NUMBER : 3 OPERATION 04CVZ OP. DESC. WHEELS AND TIRES
 SALE TYPE : C TECHNICIAN NO(S). 99
 COMPLAINT : CHECK RIGHT FRONT TIRE FOR LEAK
 CORRECTION : INSPECT AND REPAIR/PATCH RIGHT FRONT TIRE

R.O NO. : 80752 R.O DATE : 01/16/2003 R.O TYPE : S
 MILEAGE : 18161 ADVISOR NO. : 618

JOB NUMBER : 1 OPERATION 01CVZLOF OP. DESC. LUBE, OIL & FILTER
 SALE TYPE : I TECHNICIAN NO(S). 99
 COMPLAINT : CUST HAS PERFECT 10
 CORRECTION : CHANGED OIL, FILTER, LUBED CHASSIS AND TOPPED OFF ALL FLUIDS

JOB NUMBER : 2 OPERATION 03CVZ OP. DESC. STEERING
 SALE TYPE : C TECHNICIAN NO(S). 99
 COMPLAINT : CUST STATES VEH WILL NOT MAKE FULL TURNING WHEN IN 4 WHEEL
 HIGH MODE, CAN ONLY TURN PARTIALLY.
 CAUSE : TEST DROVE TO VERIFY CUST CONCERN
 PERFORMED DIAGNOSTIC TESTS
 CORRECTION : STEERING SYSTEM OPERATING AS DESIGNED WHEN IN 4 WHEEL HI
 MODE.

JOB NUMBER : 3 OPERATION 63CVZBELFT OP. DESC. FRONT SEAT BELT
 SALE TYPE : C TECHNICIAN NO(S). 99
 COMPLAINT : CUST STATES AT TIMES RT FRT SEAT BELT WILL NOT EXTEND
 PLEASE ADVISE.
 CORRECTION : INSPECT, WORKING AS DESIGNED

COMMENTS : CUST HAS PERFECT 10 CHANGE TO 3318 ACCOUNT

R.O NO. : 79141 R.O DATE : 12/16/2002 R.O TYPE : S
 MILEAGE : 16629 ADVISOR NO. : 618

JOB NUMBER : 1 OPERATION 27CVZ OP. DESC. ELECTRICAL INST
 SALE TYPE : M TECHNICIAN NO(S). 99
 COMPLAINT : CUST STATES POWER MIRRORS AND SEAT OPERATE ON THEIR OWN WHEN
 USING KEY FOB.
 CAUSE : INTERNAL FAULTLINE
 CORRECTION : INSPECT AND REPLACE BOTH MIRROR ACTUATORS PER BULLETIN



WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 79141 102320

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15137128

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R.O NO. : 77778 R.O DATE : 11/21/2002 R.O TYPE : S
MILEAGE : 15279 ADVISOR NO. : 335

JOB NUMBER : 1 OPERATION 22CVZ OP. DESC. AIR CONDITIONING
SALE TYPE : W TECHNICIAN MD(S). 99
COMPLAINT : AC CONTROL HEAD BUTTON STICKS AND IS NOISY CHECK AND
ADVISE
CAUSE : INTERNAL FAILURE
CORRECTION : INSPECT AND REPLACE A/C CONTROL HEAD

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
77778 00362

JOB NUMBER : 2 OPERATION 22CVZ OP. DESC. WINDSHIELD WIPERS
SALE TYPE : C TECHNICIAN MD(S). 99
COMPLAINT : LEFT WIPER CHATTERS AND SKIPS
CAUSE :
REPLACED WIPER INSERT

JOB NUMBER : 3 OPERATION 04CVZ OP. DESC. WHEELS AND TIRES
SALE TYPE : W TECHNICIAN MD(S). 99
COMPLAINT : 4WD SWITCH FLUCTUATES BETWEEN 4WD AND 4WH
CAUSE : OPEN
CORRECTION : INSPECT AND REPLACE TRANSFER CASE SELECT SWITCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
77778 K4123

JOB NUMBER : 4 OPERATION 56CVZ OP. DESC. EXTERIOR MOLDINGS
SALE TYPE : C TECHNICIAN MD(S). 99
COMPLAINT : CHECK FRONT BUMPER ALIGNMENT
CORRECTION : INSPECT TO FIND WITHIN SPECS

R.O NO. : 76744 R.O DATE : 11/05/2002 R.O TYPE : S
MILEAGE : 14667 ADVISOR NO. : 78

JOB NUMBER : 1 OPERATION 46CVZ OP. DESC. ACCESSORIES
SALE TYPE : W TECHNICIAN MD(S). 99
COMPLAINT : TRANSMITTERS ERRATIC, MOST WORK AT TIMES, OTHER TIMES
WILL ONLY WORK CLOSE TO VEHICLE, OTHER TIMES WILL
WORK FROM FAR AWAY
CAUSE : INTERNAL FAILURE
CORRECTION : INSPECT AND REPLACE DEFECTIVE TRANSMITTER AND REPROGRAM

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
76744 25000 76744 R4490

X
POSSIBLY RELATED TO
MIRROR PROBLEM —

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JOB NUMBER : 2 OPERATION 39CVZ OP. DESC. SEAT ASSEMBLY MANUAL
SALE TYPE : C TECHNICIAN NO(S). 99
COMPLAINT : SEATS AND MIRRORS ERRATIC
CORRECTION : INSPECT OK AT THIS TIME

COMMENTS : WAIT

R.O. NO. : 75914 R.O. DATE : 10/22/2002 R.O. TYPE : S
MILEAGE : 13788 ADVISOR NO. : 619

JOB NUMBER : 1 OPERATION 01CVZLOF OP. DESC. LUBE, OIL & FILTER
SALE TYPE : I TECHNICIAN NO(S). 99
COMPLAINT : CHANGE OIL, FILTER AND LUBE CHASSIS, TOP OFF ALL FLUIDS AND
CHECK TIRES FOR WEAR.
CORRECTION : CHANGED OIL, FILTER, LUBED CHASSIS AND TOPPED OFF ALL FLUIDS

JOB NUMBER : 2 OPERATION 27CVZ OP. DESC. ELECTRICAL INST
SALE TYPE : W TECHNICIAN NO(S). 99
COMPLAINT : CUST STATES MEMORY MIRRORS AND SEAT WILL CHANGE ON IT'S OWN
AT ANY TIME, NOT CONSISTANT
CAUSE : INTERNAL FAILURE
CORRECTION : INSPECT AND REPROGRAM DOOR MODULES PER BULLETIN

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
75914 N6320

JOB NUMBER : 3 OPERATION 11CVZ OP. DESC. ENGINE
SALE TYPE : W TECHNICIAN NO(S). 99
COMPLAINT : CUST STATES ENGINE HESITATES WHEN TRYING TO ACCELL WHEN
ENGINE IS COLD
CORRECTION : ROAD TEST AND INSPECT, WORKING PER GM SPECS AT THIS TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
75914 J9995

JOB NUMBER : 4 OPERATION 16CVZ OP. DESC. AUTO TRANSMISSION
SALE TYPE : C TECHNICIAN NO(S). 99
COMPLAINT : CUST STATES FEELS SLIGHT DELAY WHEN SHIFTING FROM REVERSE
TO DRIVE.
CORRECTION : WORKING PER GM SPECS AT THIS TIME

JOB NUMBER : 5 OPERATION 06CVZ OP. DESC. REAR SUSPENSION
SALE TYPE : C TECHNICIAN NO(S). 99
COMPLAINT : CUST STATES HEARS POSS. SOMETHING LOOSE AT REAR OF VEH
CAN HEAR DIFF. TIMES FROM BOTH SIDES
CORRECTION : WORKING AS DESIGNED AT THIS TIME

JOB NUMBER : 6 OPERATION 48CVZ OP. DESC. CAMPRION CHEV-6ED

Customer Claim Form

Customer Name: Mr. Wilbert Shadowers

Case Number: CHV0353875

IGNDT135422364917

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
memory mirrors and seat not holding positions.		yes	7			
Memory Mirrors & Seat Not Holding POSITIONS	Jeff Schmitt AUTO GROUP 937-878-3471	yes	-	9/18/03	33407	✓
memory Mirrors & Seats NOT holding POSITIONS	Jeff Schmitt	yes		8/29/03	32125	1
memory Mirrors & Seat NOT holding POSITIONS	Jeff Schmitt	yes		7/21/03	32125	1
Memory MIRRORS & SEAT NOT holding POSITIONS	Jeff Schmitt	yes		4/12/03	2307	1
Memory Mirrors & Seat NOT holding POSITIONS	Jeff Schmitt	yes		2/11/03	19560	1
Memory Mirrors & SEAT NOT holding POSITIONS	Jeff Schmitt	yes		7/14/02	16629	1
Memory Mirrors & SEAT NOT holding POSITIONS	Jeff Schmitt	yes		11/5/02	21667	1
Memory Mirrors & SEAT NOT holding POSITIONS	Jeff Schmitt	yes		10/2/02	13788	

(Please indicate whether each problem is current)

