



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

10052092

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

APR 28 2005

NVS-216 mjj  
Ref. No. 10052092

Rochelle Park, NJ

Dear

Thank you for taking a few moments out of your time today to speak with me concerning a problem you encountered with a model year (MY) 2002 Chevrolet Trailblazer vehicle.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you filed with the U.S. Department of Transportation's (DOT) Auto Safety Hotline (Hotline) on December 30, 2003. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to problems associated with non-deployment of the side-impact air bag system during crash events involving MY 2002 Chevrolet Trailblazer vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with other reports to identify any safety defect trends that may require our attention.

Further, we would like to obtain specific information concerning the crash event you reported (e.g., a copy of the police report, a written statement detailing events surrounding the crash, copies of any service invoices associated with the vehicle, photographs, and the vehicle identification number (VIN)). Please fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ). The information you provide will be entered into our



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236

database as supplement information to your DOT Hotline report. It will be considered with other reports to identify any safety-related defect trends that may require our attention. Please mark the appropriate authorization box and sign the form. Your information may assist the General Motors Corporation and NHTSA in determining if a safety-related defect exists.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free DOT Hotline at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone-number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic VOQ is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a horizontal line extending to the right. Below the signature, the word "for" is written in a smaller, cursive script.

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure