



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 336

Date Received

03-MAY-2004

Repository

2004
Reference No.
10072019

5:53

OWNER INFORMATION (Type or Print)

Name

Address

City

SANTA FE

State

NM

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 authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 5/12/04

VEHICLE INFORMATION

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

1GNDT13WYW

Make

CHEVROLET

Model

BLAZER

Model Year

1998

Date Purchased
21-MAR-98

Dealer's Name and Telephone Number

Santa Fe Chevrolet

Engine: 6 4.3L
No. Cylinders

Fuel Type:
Lead
Free

Original Owner

Dealer's City

Santa Fe

State

NM

Zip Code

87502

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-MAR-2004

Failure Mileage
400

Failure Speed

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: DOTM18BABC038)

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

H

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

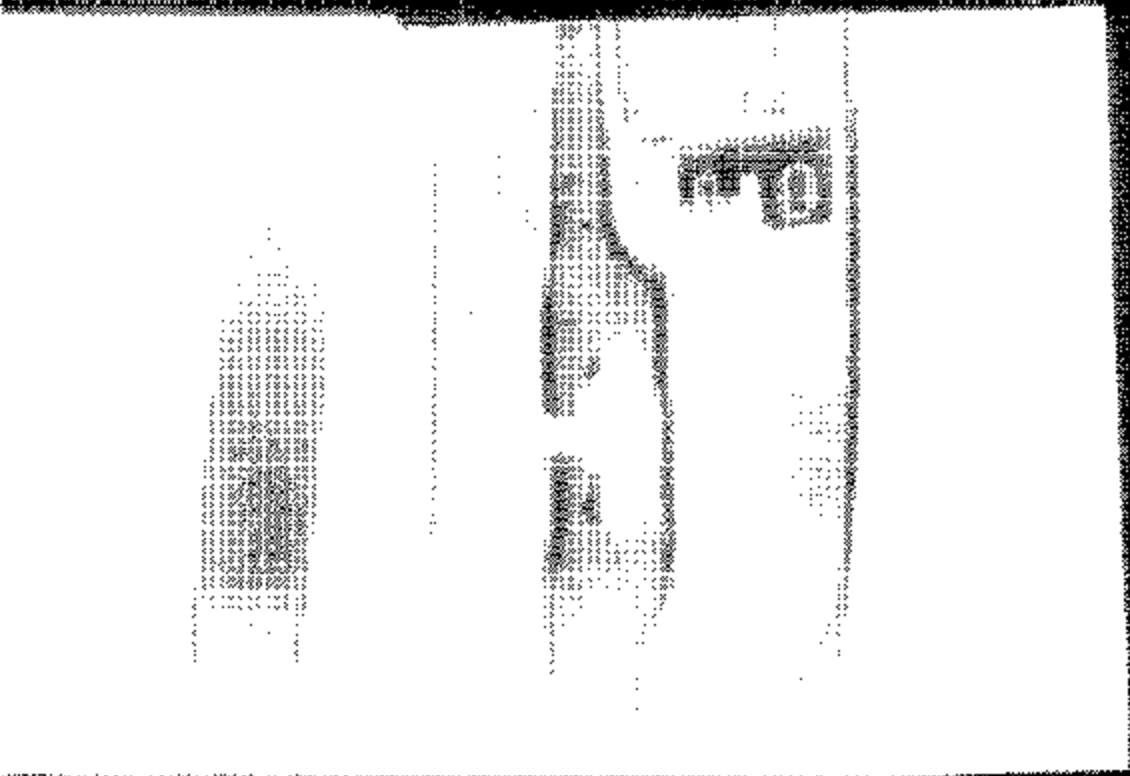
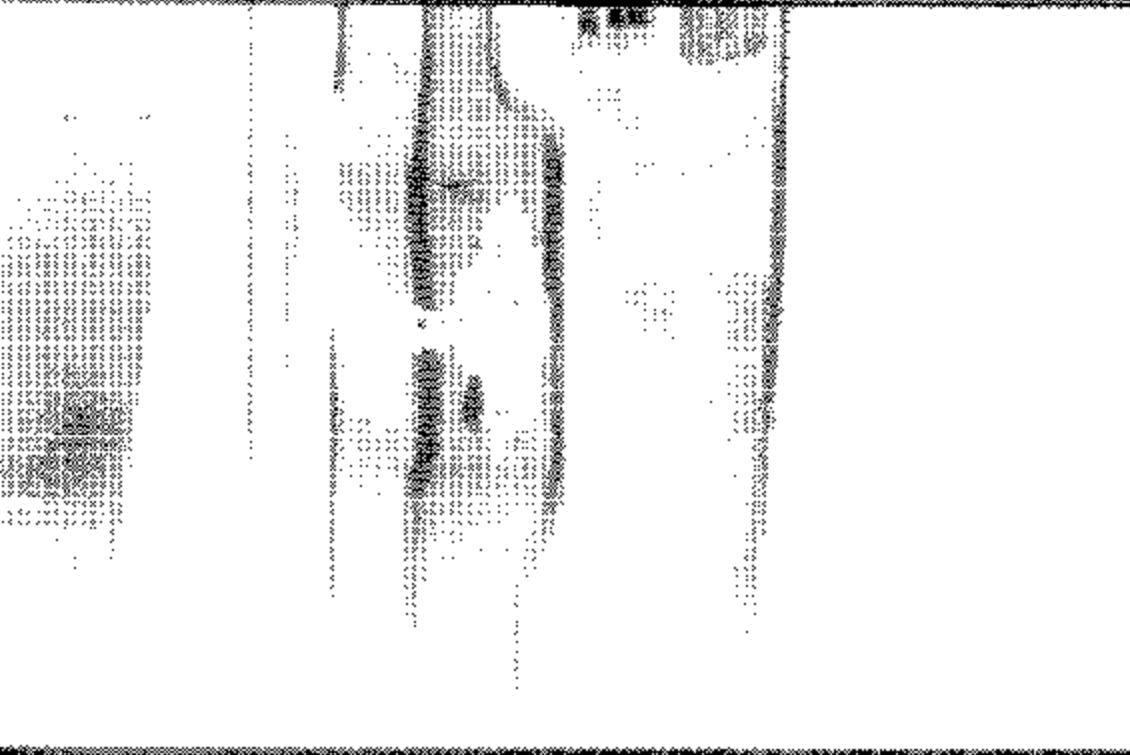
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

FRONT DRIVER'S SIDE DOOR DOES NOT LATCH DUE TO THE BODY OF THE STRIKE PLATE ON DRIVER'S SIDE CAVING IN. *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 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.



ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, CRAWFORD'S SANTA FE CHEVROLET state that the odometer now
(TRANSFEROR'S NAME - PRINT)
reads 228 (no tenths) miles and to the best of my knowledge that it reflects
the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING — ODOMETER DISCREPANCY.

MAKE CHEVROLET TRUCK

MODEL S-10 BLAZER BODY TYPE UTL 4WD 4DR

VEHICLE IDENTIFICATION NUMBER 1GNDT13UXW

YEAR 98

TRANSFEROR'S NAME CRAWFORD'S SANTA FE CHEVROLET
(PRINTED NAME)

TRANSFEROR'S ADDRESS PO BOX 16390
(STREET)

SANTA FE NM 87506
(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S NAME X [Signature]
(SIGNATURE)

DATE OF STATEMENT 03/21/98

TRANSFEEE'S NAME [Redacted]

TRANSFEEE'S ADDRESS [Redacted]
(STREET)

SANTA FE NM [Redacted]
(CITY) (STATE) (ZIP CODE)

TRANSFEEE'S NAME X [Redacted]
(SIGNATURE)

[Redacted]
(PRINTED NAME)

CC: BBB

We took our Blazer in several times for our doors rattling. We were told our striker plate needed to be adjusted/or there was no problem.

Joe noticed there was a crack around the actual striker plate and pointed it out. We were again told there was no problem the striker plate only needed to be adjusted.

I (Diane) went on a test drive with (Rick/etc) after they adjusted the driver side striker plate. When we were driving I pointed out the rattle that still existed and ~~the~~ (Rick/etc) stated. The only thing I can tell you is stay 30 mph or under and stay off dirt roads.

Mr Woodward then got involved. He lent us his Blazer while they kept ours in the shop to find and fix the problem. When we went to pick up our Blazer we were again told the striker plate just needed to be adjusted. We showed Mr Woodward the crack and stated our concerns. He said to stand behind everyone of the vehicles on the lot and we would not have any more problems.

We purchased a new Chevy Blazer with 259 miles. After approximately 2(two) months after the purchase we began hearing a rattle on the passenger front door as well as the drivers front door.

We became concerned and decided to take it to the Chevy dealer service center to have it checked. We were told that the striker plate needed to be adjusted and that they had adjusted it.

The noise continued and again we took the Blazer to our Chevy dealer service center. Again we were told that it was the striker plate and that it needed to be adjusted and that it was not unusual and that in all cars you can hear some noise like the one we were hearing.

When we returned home my husband decided to take a look at the striker plate and it was then that he noticed some cracks on the body where the striker plate is mounted on. Becoming more concerned my husband took the Blazer back to the Chevy dealer service center to point out the cracks. The mechanic said that it was not a problem, he would adjust the striker plate.

The noise continued and again we took the Blazer to the Chevy dealer service center. This time I went with Rick, one of the service advisors and pointed out the noise. When we both heard the cracking noise, I asked Rick, "You heard that?" And Rick answered "Well, my advice is that you only drive at 30 miles or under and stay off dirt roads." We drove back to the dealership and dropped of Rick the service advisor.

I felt there was something wrong, so I drove to see my husband and shared the advice which was given me. We went back to the dealership to speak to Mr. George Woolard. Mr. Woolard went on a test drive with us and said that he did not think there was anything wrong and that he stood behind every one of his vehicles. I said to Mr. Woolard that we would bring the Blazer back if anything happened with this same problem and would expect it to be fixed. Mr. Woolard responded "That will never happen."

Well, the area where the striker plate is attached on the body, where we saw the cracks caved in. I have called General Motors and taken our Blazer to be fixed and have been refused to have it fixed unless we pay for the repair. I called General Motors and spoke with Shawn McGowin to

inquire if they would assist us with this matter, I was told that Carl from the Chevy Dealership in Santa Fe, reported that it only need a striker plate and pins to be fixed and failed to mention that there was a crack on the frame of the Blazer. Our Blazer has been at the dealership for a week now.

(By [REDACTED] Monday, May 10, 2004 Mr. Woolard contacted me stating that it will cost us \$1,800.00 to have it repaired. Mr. Woolard also stated that it would cost me more if I buy new parts instead it is cheaper if they go to a salvage yard and purchase the parts necessary for the repair. Mr. Woolard said "This perfectly alright and that the vehicle would be safe to drive." I informed Mr. Woolard that we had contacted General Motors and what Carl the service manager had reported to General Motors. Mr. Woolard put me on hold while he went to speak to Carl. When he came back on line with me he said that Carl had reported that the striker plate went into the body, and to let him know what our decision would be.

08/07/2002
16:40:01

SUMMARY HISTORY DISPLAY

3030
PAGE 1

CUSTOMER NAME

[REDACTED]

SERIAL NO. 1GNDT13WK1

MAKE CT CHEVROLET TRUCK

TOTAL R/O'S 14

TOTAL SERV. DAYS 26

LN#	RO.NO.	RO. DATE.	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	119714	05/25/2001	36913	A	604			
				T	275	1 W	01CVZ-13	DIAGNOSIS
2	118924	05/03/2001	36049	A	91			
				T	30	1 W	36CVZ-03	SEAT BELTS
3	118361	04/17/2001	35412	A	165			
				T	30	1 W	00CVZ	MAINTENANCE
				T	30	2 W	00CVZ-19	MAINT CONCERN #1
				T	30	3 W	00CVZ-20	MAINT CONCERN #2
				T	30	4 W	03CVZ-06	RATTLE-DASH
				T	45	5 W	15CVZ	ENGINE OPERATION
4	118198	04/13/2001	35322	A	165			
				T	61	1 W	00CVZ	MAINTENANCE
				T	61	2 W	36CVZ-03	SEAT BELTS
5	109768	08/16/2000	27200	A	45			
				T	45	1 W	09CVZ	FRONT SUSPENSION
6	108448	07/11/2000	26242	A	340			
				T	39	1 I	09CVZ-10	STABILIZER LINKS
7	107915	06/26/2000	25850	A	165			
				T	275	1 W	33CVZ-12	ACCESS. CONCERN
				T	323	2 W	24CVZ	AUTOMATIC TRANS.
				T	27854			
8	102395	01/18/2000	21066	A	165			
				T	159	1 W	00CVZ	MAINTENANCE
				T	30	2 W	00CVZ-19	MAINT CONCERN #1
				T	30	3 W	00CVZ-20	MAINT CONCERN #2
				T	30	4 I	06CVZ-02	BRAKE INSPECTION
9	97818	09/08/1999	17058	A	165			
				T	159	1 W	08CVZ	MAINTENANCE
				T	159	2 W	09CVZ	FRONT SUSPENSION
10	95958	07/21/1999	15443	A	165			
				T	61	1 W	36CVZ-02	SEATS
				T	45	2 W	00CVZ	MAINTENANCE
				T	45	3 W	00CVZ-19	MAINT CONCERN #1
11	86411	10/29/1998	7605	A	77			
				T	39	1 W	09CVZ	FRONT SUSPENSION
				T	77	2 W	38CVZ-05	*LEFT REAR DOOR*
				T	77	3 W	38CVZ-16	EXTERIOR CONCERN
12	82180	07/13/1998	3961	A	77			
				T	310	1 W	38CVZ-04	*LEFT FRONT DOOR*
				T	275	2 W	38CVZ-16	EXTERIOR CONCERN
				T	161	3 W	09CVZ	FRONT SUSPENSION
				T	77	4 W	09CVZ-04	BALANCE
13	81531	06/24/1998	3318	A	77			
				T	310	1 W	38CVZ-04	*LEFT FRONT DOOR*
				T	77	2 W	38CVZ-05	*LEFT REAR DOOR
				T	173			
				T	173	3 W	38CVZ	EXTERIOR BODY
				T	173	4 W	38CVZ-17	EXTERIOR CONCERN
				T	78	5 W	06CVZ-17	BRAKE CONCERN #1
				T	30	6 W	24CVZ	AUTOMATIC TRANS.
14	81221	06/17/1998	3147	A	77			
				T	77	1 W	38CVZ-04	*LEFT FRONT DOOR*
				T	161	2 I	00CVZ-21	QUICK LUBE PLUS
				T	77	3 W	38CVZ-16	EXTERIOR CONCERN
				T	30	4 W	01CVZ	TUNE-EMISS-PERFO

Q

checked all 4 doors

**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).**