



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 1367

Date Received 2004 MAR 20 09 30 PM	Repository <input type="checkbox"/>
	Reference No. # 50 1998839

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address		
City JANESVILLE State WI Zip Code	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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. YES NO

Signature of Owner _____ Date 3/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side 1GMCS1E214K	Make CHEVROLET	Model BLAZER	Model Year 2004
Date Purchased 1-3-04	Dealer's Name and Telephone Number LAKE GENEVA CHEVROLET	Engine: No. Cylinders 6	Fuel Type: REG
Original Owner <input checked="" type="checkbox"/>	Dealer's City LAKE GENEVA	State WI	Zip Code 53117
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 017500 STEERING-LINKAGES-TIE ROD ASSEMBLY
Multiple Failure: 1			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-MAR-2004	Failure Mileage 1500	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/60R15)
DOT No. (Example: DOTM15ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

WHILE PERFORMING AN OIL CHANGE CONSUMER NOTICED THAT THE STEERING ARM ADJUSTING SLEEVE FOR THE TIE ROD HAD 100% SURFACE RUST. THIS COULD RUST THROUGH, AND RESULT IN STEERING LOSS. THE ADJUSTING SLEEVE WAS ONLY 8 INCHES THICK. DEALERSHIP AND THE MANUFACTURER INDICATED THAT THIS WAS OKAY, BUT WOULD NOT SUPPLY DOCUMENTATION TO SUPPORT THE ASSERTION. THIS WAS A COMMON PROBLEM WITH THESE MODEL VEHICLES. *AK

THE TIE ROD ADJUSTING SLEEVE IS ONLY ABOUT 1/8" THICK ALL 2004 VEHICLES COMING FROM LINDEN, NJ HAVE THIS PROBLEM

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

This 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.

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.safercar.gov>

7-12-04

I HAVE ENCLOSED A
COUPLE OF PICTURES SHOWING
BOTH LEFT & RIGHT TIE RODS
AND ADJUSTING SLEEVES
BOTH TAMARA ERSTNER
(CUSTOMER RELATIONS MANAGER)
AND WADE KIRKLAND (EXECUTIVE
OFFICE SAID THIS WAS NOT
A PROBLEM. I ASKED MR.
KIRKLAND TO SEND ME
A LETTER STATING THAT
THIS WAS NOT A PROBLEM.
HE REFUSED. I QUESTIONED
HIS AND GM'S INTEGRITY
AND HUNG UP

THANK YOU,

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

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20590
Office Address
Penalty for False Use \$25

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