



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 100192

Date Received

Repository ☐

19-JUL-2004

Reference No.

10083246

OWNER INFORMATION (Type or Print)

Name

Address

City

GAITHERSBURG

State

MD

Zip Code

Daytime Telephone Number

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 7/22/04

VEHICLE INFORMATION

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

1GNCT1BW5YK

Make

CHEVROLET

Model

BLAZER

Model Year

2000

Date Purchased

9-1-03

Dealer's Name and Telephone Number

Fox Chevy of Laurel

Original Owner

☒ NO

Dealer's City

Laurel

State

MD

Zip Code

Engine:

No. Cylinders

Fuel Type:

Gas

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

120000 EXTERIOR LIGHTING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

19-JUL-2004

Failure Mileage

31150

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: DOTM19ABC038)

☐ 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(es).)

Crash

☐ Yes ☒ No

Injury

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

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).

RECALL 01V384000 CONCERNING MULTI FUNCTION SWITCH; CONSUMER WAS DENIED RECALL REPAIRS BECAUSE THE RECALL HAD BEEN CLOSED. CONSUMER PURCHASED THE VEHICLE USED, AND THE PREVIOUS OWNER DID NOT GET THIS PROBLEM RESOLVED. HOWEVER, CONSUMER CONTACTED THE DEALER AND THE MANUFACTURER, AND NEITHER WERE WILLING TO HELP. *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.

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

I realized on 7-16-04 that I had no brake lights. I took to a shop & after looking @ vehicle & trying different things it was realized that my multifunction switch needed to be replaced. When they called a GM parts dept. they were told about the recall. & according to the GM computer my vehicle was never done. I called GM on Mon. 7-19 & spoke w/ Steve Marsh & told him everything and when he called back he said I can take to a dealership only & they will look @ truck but GM will not pay for the recall to be done now. According to pg 15 of the recall info bulletin it states "Dealers are to service all vehicles subject to this recall and charge to customer, regardless of mileage, age of vehicle, or OBTAINSHIP from this time forward" Neither Steve or the manager cared that they put that in writing & will not honor it even though I have no brake lights & people don't know when I'm stopping. VERY UNSAFE. I'm very disappointed in GM & their products right now. I've never had such poor service & rudeness before. Please review & see attached bulletin. Thank you for your help. ATTACH ADDITIONAL SHEETS IF NECESSARY. I had to get truck repaired already due to safety - see repair bill.

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 75173 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



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov/psfformline



DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

< Back

Forward >

Document ID# 903297
2000 Chevrolet/Geo Blazer - 4WD

Feedback

Print

Product Safety - Stop Lamps/Hazard Lamps Inoperative #01073A - (Jul 29, 2002)

01073 - Stop Lamps/Hazard Lamps Inoperative

2000-2001 Chevrolet Blazer and TrailBlazer (Classic); GMC Jimmy and Envoy (Classic); and Oldsmobile Bravada (Classic)

2002 Chevrolet Blazer; GMC Jimmy and Envoy (Classic)

This bulletin cancels and replaces bulletin 01073, issued April 2002. All copies of bulletin 01073 should be destroyed.

Due to parts availability, this recall was administered in two phases. This is the second and final phase of the recall. The Parts section has been revised to include parts for this second phase.

Condition

General Motors has decided that a defect which relates to motor vehicle safety exists in *certain* 2000-2001 Chevrolet Blazer and TrailBlazer; GMC Jimmy and Envoy (Classic); Oldsmobile Bravada (Classic); and 2002 Chevrolet Blazer (Classic); and GMC Jimmy and Envoy (Classic). The multifunction switch may develop an open circuit condition with the bottom contact in the hazard switch carrier that results in the stop lamps and hazard warning lamps becoming inoperative. The CHMSL (Center High Mounted Stop Lamp) and turn signal functions are not affected. The loss of stop lamps and rear hazard lamps could fail to warn a following driver that the vehicle is braking and/or is stopped and could lead to a vehicle accident.

Correction

Dealers are to replace the hazard warning flasher switch.

Vehicles Involved

Involved are *certain* 2000-2001 Chevrolet Blazer and TrailBlazer (Classic); GMC Jimmy and Envoy (Classic); Oldsmobile Bravada (Classic); and 2002 Chevrolet Blazer; GMC Jimmy and Envoy (Classic) built within these VIN breakpoints:

Year	Division	Model	Plant	From	Through
2000	GMC	S/T	Moraine	Y2155770	Y2407254
2000	GMC	S/T	Linden	YK113618	YK301121

My VIN #

2001	GMC	S/T	Moraine	12100006	12230790
2001	GMC	S/T	Linden	1K100012	1K262842
2002	GMC	S/T	Linden	2K100020	2K119371
2000	Chevrolet	S/T	Moraine	Y2154833	Y2407270
2000	Chevrolet	S/T	Moraine	YK111960	YK200011
2001	Chevrolet	S/T	Moraine	12100001	12231466
2001	Chevrolet	S/T	Linden	1K100001	1K266282
2002	Chevrolet	S/T	Linden	2K100001	2K121464
2000	Oldsmobile	S/T	Moraine	Y2155766	Y2407250
2001	Oldsmobile	S/T	Moraine	12100010	12230516

Important

Dealers should confirm vehicle eligibility through *GMVTS* (GM Vehicle Inquiry System) or *GM Access Screen* (Canada only) or *DCS Screen 445* (IPC Only) before beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the recall bulletin. The customer name and address data furnished will enable dealers to follow-up with customers involved in this recall. Any dealer not receiving a computer listing with the recall bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this recall.

Parts Information

Pre-Ship Information: (NOT FOR IPC)

Important

An initial supply of the new hazard warning switches, P/N 15177379, required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of July 22, 2002.

Additional parts, if required, are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO - Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO - Customer Special Order.

Part Number	Description	Qty/ Vehicle
15174447*	Switch, Hazard Wring (Hazard Warning Flasher Switch)	1 (If Required)

15177379*	Switch, Hazard Wrng (Hazard Warning Flasher Switch)	1 (If Required)
26100837**	Switch, T/Sig & Hdlp D/Sw & Wsw & Wswa - (With Cruise & Tilt) (Multifunction Switch)	1 (If Required)
26100838**	Switch, T/Sig & Hdlp D/Sw & Wsw & Wswa - (Without Cruise & Tilt) (Multifunction Switch)	1 (If Required)
12355066	Strap, Plastic Adj Tie	2 (If Multifunction Switch Replaced)

* Perform inspection procedure to determine correct hazard warning switch to be used.

** It is estimated that less than 1% of involved vehicles will require the replacement of part numbers 26100837 and 26100838. Please order parts accordingly.

Service Procedure

The following procedure describes how to inspect and replace the hazard warning flasher switch, OR inspect and replace the multifunction (turn signal, headlamp dimmer, and windshield wiper/washer) switch assembly. The part that you replace will be determined during the inspection portion of this procedure. Do NOT replace any parts until after performing the inspection procedure.

Inspection Procedure

1. From inside the vehicle, depress the hazard warning flasher switch located on the top of the steering column.
2. Depress the hazard warning flasher switch again.
 - o If the hazard warning flasher switch did not stick in either the up or down position, proceed to the section titled "Replacing the Hazard Warning Flasher Switch." Do not order any replacement parts until instructed to in the additional inspection procedure included in that section.
 - o If the hazard warning flasher switch is sticking in either the up or down position, replace the MULTIFUNCTION switch. Proceed to the section titled "Replacing the Multifunction Switch."

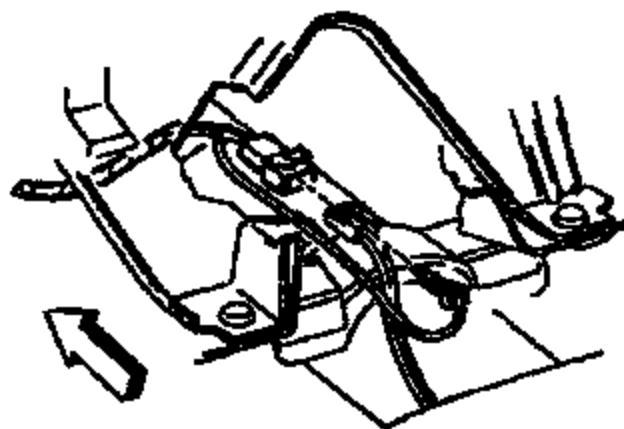
Replacing the Hazard Warning Flasher Switch

This procedure describes how to replace ONLY the hazard warning flasher switch assembly. The procedure includes information on how to remove the original switch, where to apply the lubricant on the new switch, and how to install the new switch.

DO NOT use this procedure if the inspection above indicates that the multifunction switch requires replacement.

Contained in this procedure are unique steps to address features or options, such as cruise control, standard or tilt column, and a column mounted automatic transmission lever.

1. Turn the ignition switch to the OFF position.
2. Remove the fuse block cover from the end of the instrument panel (I/P) on the driver's side and remove the SIR fuse.
3. Remove the screws attaching the driver's side sound insulator underneath the I/P and reposition the insulator panel out of the way.



4. Locate the driver's side yellow 2-way air bag electrical connector at the base of the steering column and remove the connector position assurance (CPA) from the connector.
5. Disconnect the yellow 2-way electrical connector.
6. If equipped, remove the tilt steering column lever.

Important

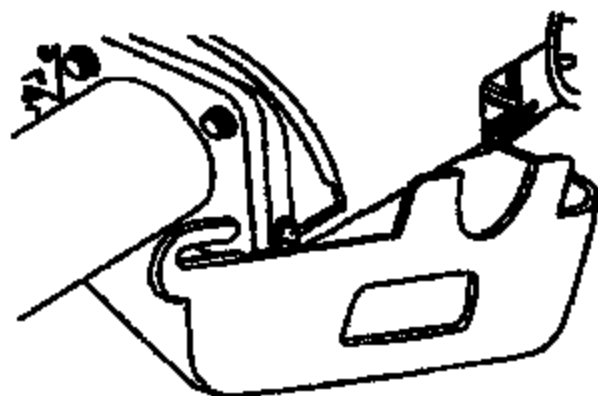
Do not disconnect the courtesy light or hood release cable in the next step.

7. Remove the screws that attach the knee bolster trim panel to the I/P and lower the panel.

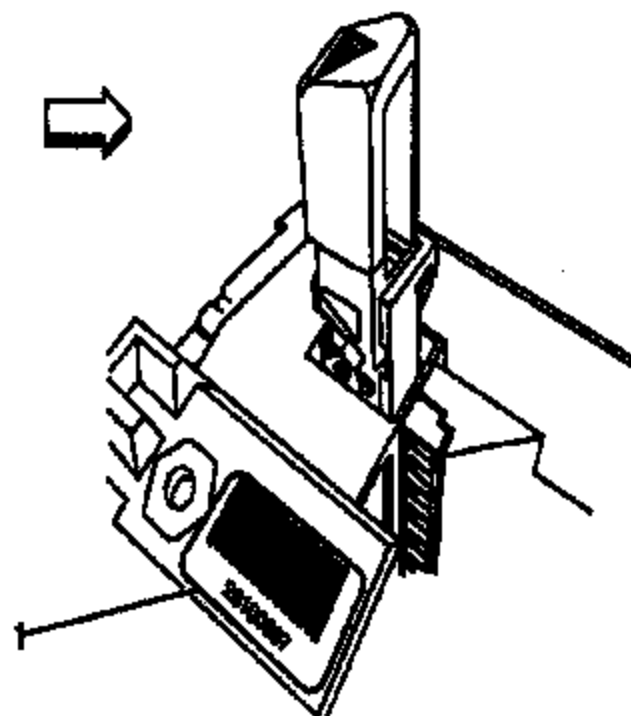
Important

Some of the illustrations included in this procedure show the steering column removed from the vehicle. Those illustrations are for reference purposes only. DO NOT remove the steering column from the vehicle to perform this repair procedure.

8. Remove the screws attaching the lower steering column cover to the steering column.

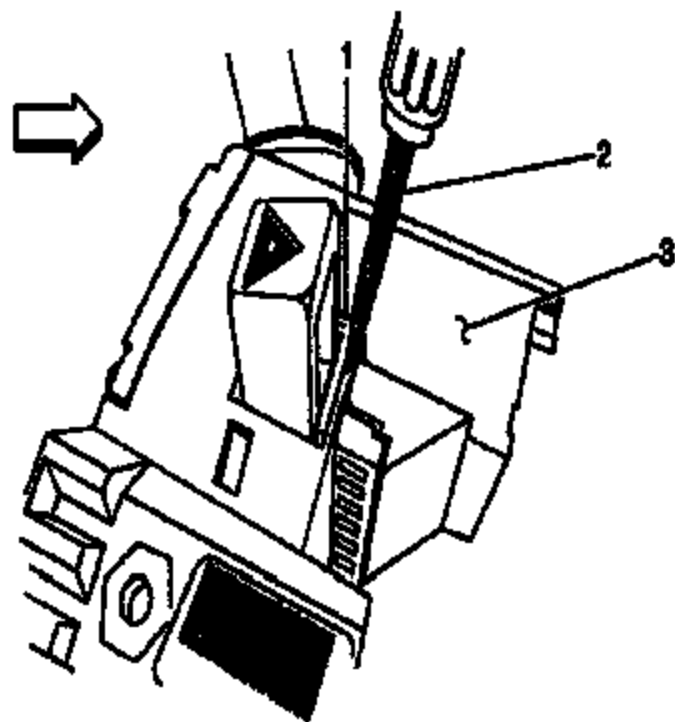


9. Remove the lower steering column cover by tilting the rearward portion down and then move the cover forward to release the hooks as shown in the illustration.
10. On vehicles equipped with a column mounted automatic transmission shift lever, remove the shifter boot from the upper column cover.
11. Remove the screw attaching the upper steering column cover to the steering column and remove the upper cover.



12. Inspect the part number (1) on the multifunction switch at the location shown in the illustration.

- If the part number is 26100837 or 26100838, no repair is required. Proceed to the section titled "Reassemble Vehicle."
- If there is NO part number or barcode on the switch, or if the part number is 26083635 or 26083636, proceed to the next step and replace the hazard warning flasher switch using part number 15174447.
- If the part number or barcode on the switch is 26090641, 26090642, 26096832, or 26096833, proceed to the next step and replace the hazard warning flasher switch using part number 15177379

**Important**

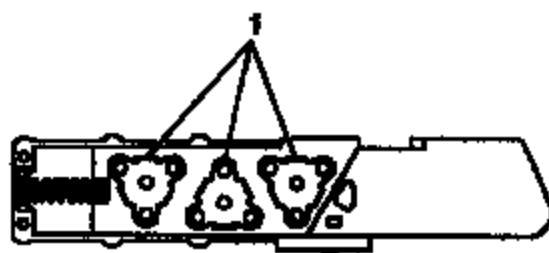
Carefully review the above illustration to determine the exact location to insert the screwdriver in the next step.

13. Insert a small, pocket-sized, flat bladed screwdriver (2) into the small space between the hazard warning flasher switch housing (1) and the multifunction switch (3).
14. Carefully tilt the screwdriver handle towards the instrument cluster. This will cause the blade of the screwdriver to pry open the space between the hazard warning flasher switch housing and the multifunction switch.

Important

When removing the hazard warning flasher switch in the next step, the horn may sound momentarily.

15. While the space is pried open, pull the hazard warning flasher switch out of the multifunction switch. Discard the hazard warning flasher switch.

**Important**

Do not touch the three triangle-shaped electrical contacts (1) on the side of the switch when removing the protective packaging, handling or applying grease to the new hazard warning flasher switch in the next steps.

16. Remove the rubber band and protective plastic wrapping from the new hazard warning flasher switch.

Important

The electrical contacts on the new hazard warning flasher switch require a special lubricant, which is included in the kit. Only apply this special lubricant as instructed in the next step. Do NOT use any other type of grease or lubricant.

17. Open the container of special grease included in the kit and apply it to the surfaces of the three triangle-shaped electrical contacts (1) on the side of the new hazard warning flasher switch. When properly applied, the surfaces of the three triangle-shaped electrical contacts must be completely covered and there should be no grease left in the container. Do NOT put any grease in the opening that contains the small metal return spring.

Important

When installing the hazard warning flasher switch in the next step, the horn may sound momentarily.

18. Insert the hazard warning flasher switch into the opening of the multifunction switch and press down until it locks into place.

19. Remove any excess grease that may appear around the base of the hazard flasher switch. Proceed to the next section "Reassemble Vehicle."

Reassemble Vehicle

1. Install the upper steering column cover and attaching screw. **Tighten**

Tighten the screw to 1.5 N·m (13 lb in).

2. On vehicles equipped with an automatic transmission shift lever that is mounted on the steering column, install the shifter boot to the upper column cover.
3. Install the lower steering column cover and the screws. **Tighten**

Tighten the screws to 3.5 N·m (31 lb in).

4. Position the knee bolster trim panel to the I/P and install the attaching screws. **Tighten**

Tighten the screws to 1.9 N·m (17 lb in).

5. If equipped, install the tilt steering column lever.
6. Connect the yellow 2-way electrical connector at the base of the steering column and install the CPA.
7. Reposition the driver's side sound insulator panel underneath the I/P and install the attaching screws. **Tighten**

Tighten the screws to 1.9 N·m (17 lb in).

8. Install the SIR fuse and install the fuse block cover.
9. Install the GM Recall Identification Label.

Replacing the Multifunction Switch

This procedure describes how to replace **ONLY** the multifunction switch assembly. The new multifunction switch assembly will come complete with a new hazard warning flasher switch already installed.

DO NOT use this procedure if the results of the inspection procedure indicate that only the hazard warning switch requires replacement.

Contained in this procedure are unique steps to address features or options such as cruise control, standard or tilt column, and a column-mounted automatic transmission lever.

1. Turn the steering wheel to the straight-ahead position and turn the ignition switch to the OFF position.
2. Remove the fuse block cover from the end of the instrument panel (I/P) on the driver's side and remove the SIR fuse.
3. Remove the screws attaching the driver's side sound insulator underneath the I/P and reposition the insulator panel out of the way.



13. At the base of the steering column, disconnect the bulkhead electrical connector (5) from the vehicle wiring harness.
14. Cut and remove the plastic tie strap (3) that attach the multifunction switch wiring harness to the steering column harness. Also release the wiring harness from the larger plastic tie strap.
15. Remove the protective cloth sleeve from the wiring harness.
16. Disconnect the multifunction switch gray and black electrical connectors (4) from the column bulkhead electrical connector.
17. If equipped, remove the CPA from the in-line connector and disconnect the connector.

Important

DO NOT turn the ignition switch to the ON position in the next step.

18. Turn the ignition switch to unlock the steering wheel.
19. Turn the steering wheel 1/4 turn to the left to improve access to the lower multifunction attaching screw.
20. Remove the screws (1) attaching the multifunction switch (2) to the steering column.
21. On vehicles with the automatic transmission lever mounted on the column, remove the two nuts attaching the steering column to the column support and lower the steering column.
22. On vehicles with the automatic transmission lever mounted on the column, disconnect the small green electrical connector going from the multifunction switch to the switch on the column.
23. Remove the multifunction switch from the steering column.
24. Position the new multifunction switch to the steering column.
25. On vehicles with the automatic transmission lever mounted on the column, connect the small green electrical connector going from the multifunction switch to the switch on the column.
26. On vehicles with the automatic transmission lever mounted on the column, raise the steering column to the column support and install the two attaching nuts. Tighten

Tighten the nuts to 30 N·m (22 lb ft).

27. Install the multifunction switch attaching screws. Tighten

Tighten the screws to 7 N·m (62 lb in).

28. Install the multifunction switch gray and black electrical connectors to the column bulkhead electrical connector.
29. If equipped, connect the in-line connector and install the CPA.
30. Connect the bulkhead electrical connector to the vehicle wiring harness. Tighten

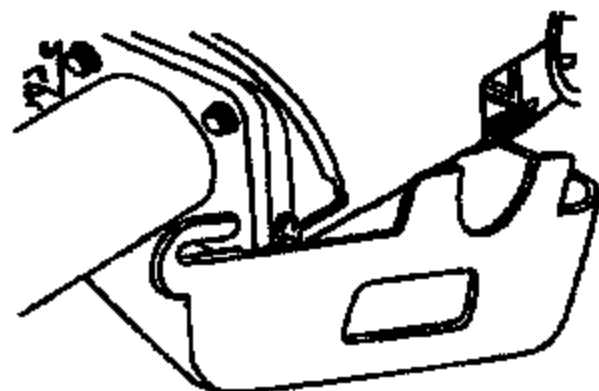
Tighten the retaining screws to 6 N·m (53 lb in).

31. Install the cloth protective sleeve to the wiring harness and secure with two new plastic tie bands. Do not replace the other plastic tie bands that were removed.
32. Install the upper steering column cover and attaching screw. Tighten

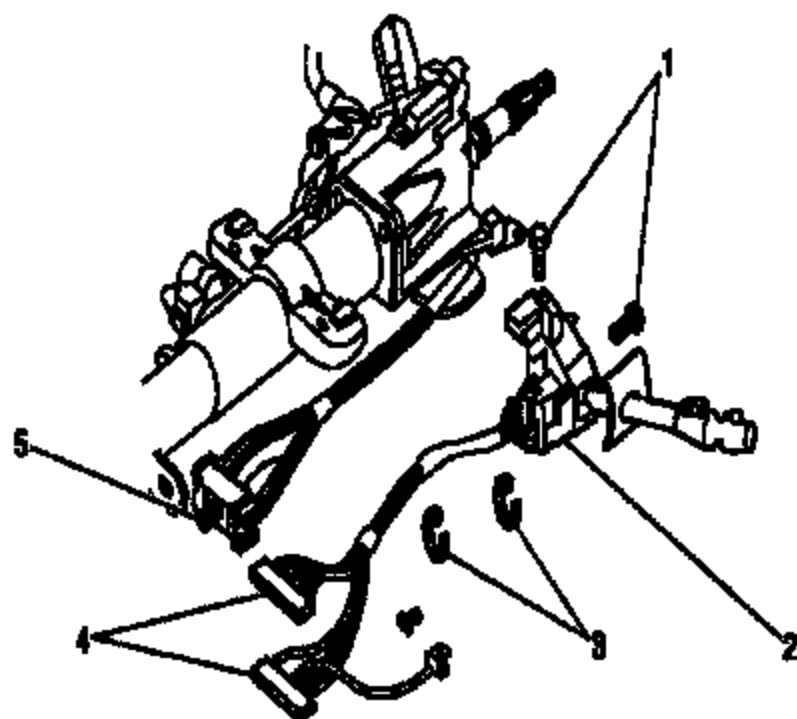
Tighten the screw to 1.5 N·m (13 lb in).

vehicle. Those illustrations are for reference purposes only. **DO NOT** remove the steering column from the vehicle to perform this repair procedure.

9. Remove the screws attaching the lower steering column cover to the steering column.



10. Remove the lower steering column cover by tilting the rearward portion down and then move the cover forward to release the hooks as shown in the above illustration.
11. On vehicles that have the automatic transmission shift lever mounted on the steering column, remove the shifter boot from the upper column cover.
12. Remove the screw attaching the upper steering column cover to the steering column and remove the upper cover.



33. On vehicles with the automatic transmission shift lever mounted on the column, install the shifter boot to the upper column cover.
34. Install the lower steering column cover and screws. **Tighten**

Tighten the screws to 3.5 N·m (31 lb in).
35. Install the knee bolster to the column support and install the attaching nuts. **Tighten**

Tighten the nuts to 10 N·m (89 lb in).
36. Position the knee bolster trim panel, connect the hood release cable, attach the courtesy lamp, and install the panel to the I/P with the attaching screws. **Tighten**

Tighten the screws to 1.9 N·m (17 lb in).
37. If equipped, install the tilt steering column lever.
38. Connect the yellow 2-way electrical connector at the base of the steering column and install the CPA.
39. Reposition the driver's side sound insulator panel underneath the I/P and install the attaching screws. **Tighten**

Tighten the screws to 1.9 N·m (17 lb in).
40. Install the SIR fuse and install the fuse block cover.
41. Install the GM Recall Identification Label.

Recall Identification Label

FOR US AND IPC

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five (5) digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. *When installing the Recall Identification Label, be sure to pull the tab to allow the adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-866-700-0001 (Monday-Friday, 8:00 am to 5:00 pm EST). Ask for Item Number S-1015 when ordering.*

Additional Recall Identification Labels for IPC dealers can be obtained from your Regional Marketing Office.

Recall Identification Label

FOR CANADA

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five (5)

digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. *Additional Recall Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5539 (Monday-Friday, 8:00 am to 5:00 pm EST). Ask for Item Number GMP 91 when ordering.*

Claim Information

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours*	Net Item
Inspection Only - No Further Action Required	0	N/A	N/A	MA-96	V0841	0.6	N/A
Inspect & Replace Hazard Warning Flasher Switch	1	-	**	MA-96	V0842	0.6	N/A
Inspect & Replace Multifunction Switch	1	-	**	MA-96	V0843	0.9	***
Customer Reimbursement****	0	N/A	N/A	MA-96	V0844	0.2	*****

* - For Recall Administrative Allowance, add 0.1 hours to the "Labor Hours".

** - The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for parts needed to complete the repair.

*** - The amount identified in the "Net Item" column should represent the sum total of the Current GMSPO net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the two tie straps needed to perform the repair.

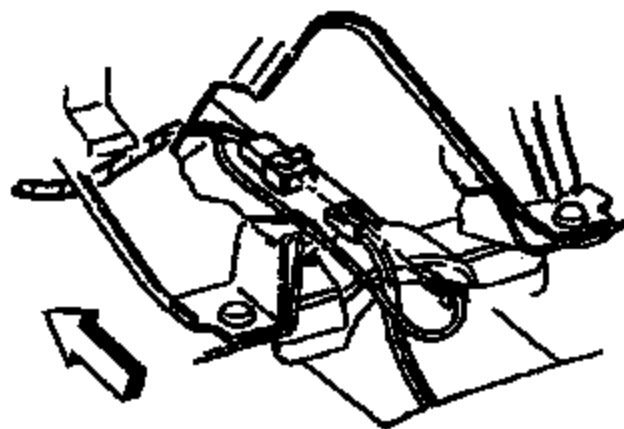
**** - If the customer's paid receipt shows that part number 26100837 or 26100838 has been installed on the vehicle, no further action is required. Submit a claim using the labor operation code for the customer reimbursement, this will close the recall. If the repair order shows anything other than one of the two part numbers listed above, reimburse the customer and perform the service procedures listed in this bulletin.

***** - The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

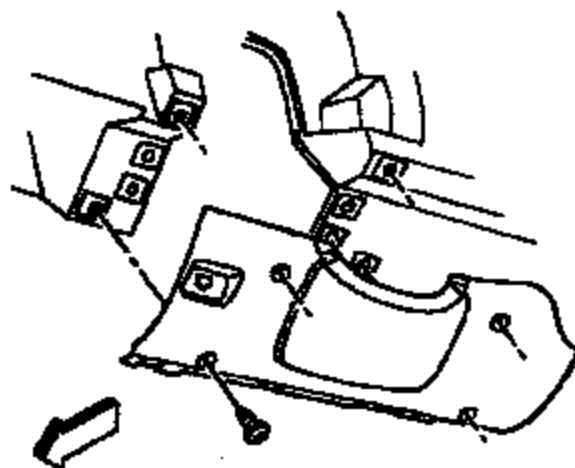
Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct inoperative brake lamps or hazard lamps are to be submitted by August 31, 2003 (this time limit may be longer depending upon the law in your state/province/country).



4. Locate the driver's side yellow 2-way air bag electrical connector at the base of the steering column and remove the connector position assurance (CPA) from the connector.
5. Disconnect the yellow 2-way electrical connector.
6. If equipped, remove the tilt steering column lever.



7. Remove the screws that attach the knee bolster trim panel to the I/P, remove the screw attaching the courtesy lamp, separate the hood release cable at the grommet/bracket under the I/P, and remove the panel.
8. Remove the nuts that attach the knee bolster to the column support and remove the knee bolster.

Important

Some of the illustrations included in this procedure show the steering column removed from the

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at the time of the repair.
- The original paid receipt confirming the amount of unreimbursed repair expense(s), a description of the repair, and the person or entity performing the repair.

Customers from the States of California, Connecticut, Virginia, and Wisconsin must submit requests for reimbursement directly to (Divisions) per instructions in the owner letter.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

Important

Refer to the GM Service Policies and Procedures Manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.

Customer Notification

FOR US AND CANADA

Customers will be notified of this recall on their vehicles by General Motors (see copy of customer letter included with this bulletin).

Customer Notification

FOR IPC

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached suggested dealer letter.

Dealer Recall Responsibility

FOR US AND IPC (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle which is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Recall Responsibility**FOR ALL**

All unsold new vehicles in dealers' possession and subject to this recall **MUST** be held and inspected/repaired per the service procedure of this recall bulletin **BEFORE** customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers a copy of the customer letter accompanying this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, please take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

July, 2002

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000-2001 Chevrolet Blazer and TrailBlazer, GMC Jimmy and Envoy; Oldsmobile Bravada; and 2002 Chevrolet Blazer; and GMC Jimmy and Envoy. The multifunction switch may develop an open circuit condition with the bottom contact in the hazard switch carrier that results in the stop lamps and hazard warning lamps becoming inoperative. The center high mounted stop lamp and turn signal functions are not affected. The loss of stop lamps and rear hazard lamps could fail to warn a following driver that the vehicle is braking and/or is stopped and could lead to a vehicle accident.

What Will Be Done

Your dealer will replace the hazard switch carrier. This service will be performed for you at *no charge*.

How Long Will The Repair Take?

The length of time required to perform this service correction is approximately 40 to 55 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Contacting Your Dealer

<http://service.gm.com/servlets/BlobServlet?ServletFile=903297&padid=171&evc=sm>

7/16/2004

Please contact your dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer.

Your dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the number listed below:

Division	Number	Deaf, Hearing Impaired, or Speech Impaired*
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Oldsmobile	1-800-442-6537	1-800-833-6537
GMODC	(905)644-4112	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)		

If, after contacting the appropriate customer assistance center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590 or call 1-888-327-4236.

Customer Reply Card

The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

Reimbursement

(Statement for all states except as shown below)

If you have already paid for some of all of the cost to have your multifunction switch replaced and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by August 31, 2003.

(Statement for California, Connecticut, Virginia, and Wisconsin)

If you have already paid for some or all of the cost to have your multifunction switch replaced, and you have not received reimbursement under a Vehicle Service Contract, you should write to your divisional specific address to seek reimbursement. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges and proof of ownership of the vehicle at the time of the repair. This information must be provided within two (2) years after the date on which you paid for the repair.

**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).**