



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 1220

Date Received

Repository

29-NOV-2004 2004 [E-21] NHT 04
Reference No. 10101772

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City BRONX State NY Zip Code 10488

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNDT13S822		Make CHEVROLET	Model TRAILBLAZER	Model Year 2002
Date Purchased 08-01	Dealer's Name and Telephone Number NEW ROCHELLE CHEVROLET		Engine: No. Cylinders 6	Fuel Type: G
Original Owner <input checked="" type="checkbox"/>	Dealer's City NEW ROCHELLE, NY	State NY	Zip Code 10801	
Transmission Type AUTO	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 105500 POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT Multiple Failure: 2	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 06-NOV-2004	Failure Mileage 50,080	Failure Speed 10 MPH	REAR AXLE / TRANSMISSION
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R16)
DOT No. (Example: DOTM19ABC035)	<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 0	Number of Deaths 0	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 DRIVING CONSUMER FOUND THAT THERE WAS A HOLE IN THE REAR AXLE DIFFERENTIAL, AND VEHICLE COMPLETELY FAILED. THIS VEHICLE HAD ONE PROBLEM AFTER ANOTHER. HOWEVER, ON NOVEMBER 25, 2004 WHILE CONSUMER WAS DRIVING HEARD A VERY LOUD NOISE. TOOK THE VEHICLE TO DEALER, AND WAS TOLD THAT THIS TIME IT WAS THE TRANSMISSION. *AK

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

The Privacy Act of 1974 (Public Law 93-502) 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.

December 3, 2004

Bronx, NY

To Whom It May Concern:

I am writing this letter in regards to a complaint I have against New Rochelle Chevrolet in New Rochelle, NY. I am currently the owner of a 2002 Chevrolet Trailblazer LTZ. This vehicle was purchased from New Rochelle Chevrolet, in August of 2002. I have been a customer of the dealership prior to this purchase for many years. I use the vehicle everyday to go to and from work. I have never towed or been off-roading with the vehicle. On November 5, 2004, while parking, the vehicle was it unable to drive and stalled. I had the vehicle towed to New Rochelle Chevy on November 8, 2004. I received a call from the Vince Falcone, informing me the vehicle's rear axle had broken, causing gears to break and making the truck impossible to drive. At this time, I asked Mr. Falcone, if it could be a result of a defective part; Mr. Falcone explained to me, he has never seen anything like the damage in the 13 years at the dealership and stated a GM representative diagnosed the problem as abuse. I explained to Mr Falcone that the vehicle has 50,000+ miles is used with regular driving and properly maintained. At this time, he continued to say it was abuse and two weeks later, I was given a bill for \$3,000, which I paid for because I need the vehicle for work. I called General Motors regarding my concern with the part. I spoke with a representative and was given a case number. I called the dealership and spoke with John Cavalier, manager, and expressed my concerns. He informed me he would provide me with a detailed statement from the technician from GM which diagnosed the vehicle as abuse and he would look into the matter by getting in contact with GM directly. We scheduled to meet on December 1, 2004, to discuss the matter further. On November 23, 2004, three days after picking the vehicle up from the dealership, I was still having problems with the driving. The truck's tachometer would rev high and the truck was lagging while driving. I called the dealership and spoke with Vince Falcone. He asked me to bring in the vehicle to see the problem. He checked the vehicle and diagnosed it, saying it was the thermostat, which he said it had nothing to do with the previous problem. He asked me bring it in the next morning which I did. On

November 24, I brought the vehicle to the dealership at 8am; I received the truck later that day at 5pm. Two days later on November 26, I backed out of my driveway, drove 200 yards and heard something pop in the engine. The vehicle was unable to drive, only reverse. I called the dealership and had the vehicle towed on Saturday, November 27th. I spoke with a salesperson and explained the problem I was having. The salesman, Billy, agreed to notify Vince Falcone and John Cavalier on Monday November 29th. I called Mr. Falcone on November 29th four separate times; he did not return my calls. I spoke with a sales person and that day and he informed me the vehicle's transmission had blown. On December 1st, I met with both John Cavalier and Vince Falcone regarding this matter. I began to express my concern with the situation of how the vehicle may be defective and if any, the dealership may help me with this situation. Mr. Cavalier began to inform me there is no way a problem like this would occur if the vehicle was not abused, and requested maintenance records, which I later provided. Mr. Cavalier was very unprofessional throughout this meeting accusing me, because of my age, of erratic driving which led to the rear axle breaking and four days after receiving the truck, the transmission blowing. He stated, there would be no compensation for the damages and there would be a charge of \$3,500. He stated, I was a nuisance and would bring a lawsuit to me. When asked what he meant by that, Mr. Cavalier stated it was a wrong choice of words with a smirk. I explained to both gentlemen, the vehicle was properly maintained in local shops in the Bronx and a regular mechanic followed the history. Mr. Cavalier informed me to take the vehicle, with its new problem to those shops or my regular mechanic. Mr. Cavalier began to stand and dismissed himself from the meeting. On December 2nd, 2004, the vehicle was towed from the dealership to a local transmission shop in the Bronx.

I wanted to complain regarding this matter because I feel like I have been treated unfairly, by General Motors, New Rochelle Chevrolet and John Cavalier. I work hard to keep my vehicle properly maintained and it has been a very frustrating situation. I want people to know that people like John Cavalier and corporations like General Motors are ignoring signs of a potential defective vehicle and accusing customers because of age. Thank you for your time regarding this matter.

Cordially,

**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).**