



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 1220

Date Received: 2005 JAN 24 24-JAN-2005  
Repository:   
Reference No.: 10108739

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: LAKE PEEKSKILL State: NY Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

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: [REDACTED] Date: 1/19/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number (located at bottom of windshield near driver's side): 1GNDT13W [REDACTED]  
Make: CHEVROLET Model: BLAZER Model Year: 1996  
Date Purchased: 9/14/04 Dealer's Name and Telephone Number: Nicky Motors 845-628-1559  
Original Owner:  Dealer's City: Mahopac State: NY Zip Code: 10541  
Engine: No. Cylinders: 6 Fuel Type: unleaded gasoline  
Transmission Type: auto  Antilock Brakes Powertrain: [REDACTED] Vehicle Component Code: 200000 WHEELS  
 Cruise Control Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 14-OCT-2004 Failure Mileage: 62000 Failure Speed: 15 mph control arm ball joints

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: C Number of Deaths: D Reported to Police: N

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 (ie, parts repaired or replaced (and if old part is available)).

WHILE DRIVING AT 40MPH THE FRONT RIGHT WHEEL COMPLETELY DISENGAGED FROM THE VEHICLE. THERE WERE NO INJURIES. PLEASE PROVIDE ANY FURTHER INFORMATION. \*JB  
Although Chevy claims there was no recall on this particular VIN#, this is the exact problem that occurred when the wheel fell off as my son drove to work. If his speed were any more he could have been seriously hurt or worse.

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 responses 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 responses, 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  
OR

**DASH2DOT**

and dial toll free at

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

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

1-888-327-4236

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NHTSA-216  
400 7th Street, SW  
Washington, DC 20580

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 Seventh St., S.W.  
Washington, D.C. 20580  
Official Business  
Penalty for Private Use \$900



ATTACH ADDITIONAL SHEETS IF NECESSARY

Enclosed is a copy of a letter from Chevy which was in the glove box. It talks about the exact problem that occurred with our vehicle yet they claim it was not this VIN #!

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

Central Office  
Chevrolet Motor Division  
General Motors Corporation  
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



C01049

February, 2002

Dear Chevrolet Customer:

As the owner of a 1996 or 1997 4-wheel drive Chevrolet Blazer, your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

General Motors has received reports that some owners of certain 1996 and 1997 4-wheel drive Blazers have had to pay for replacement of their upper ball joints. Even though upper ball joints are subject to wear under normal driving conditions, with proper maintenance these parts should perform satisfactorily well beyond the warranty period. After receiving these reports from owners and observing warranty regarding ball joints, General Motors has determined that upper ball joints on certain 1996 and 1997 4-wheel drive Blazers are wearing out earlier than customer expectations.

We are contacting you to remind you of the importance of following the maintenance schedule for chassis lubrication listed in your owner's manual. Chassis lubrication consists of lubricating the front suspension, ball joints, steering linkage, transfer case shift linkage, parking brake cable guides, propshaft splines, universal joints, and the brake pedal springs.

This letter is intended to make you aware that if you followed the recommended maintenance schedule for the chassis lubrication, and, in the unlikely event that, your vehicle still requires the replacement of your upper ball joints due to separation within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles (161,000km), whichever occurs first, General Motors will replace them at no charge to you.

**This is not a recall campaign.** You do not need to take your vehicle to your Chevrolet dealer as a result of this letter. In the event that you have followed the recommended maintenance schedule for chassis lubrication and if your vehicle were to require an upper ball joint replacement due to separation within the time mentioned above, this letter would authorize your Chevrolet dealer to replace your upper ball joints at no charge to you.

**What We  
Have Done:**

To address the above-mentioned condition, General Motors is providing owners with special warranty coverage. If this condition occurs on your 4-wheel drive Blazer within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles, whichever occurs first, the condition will be repaired for you at no charge.

**What You  
Should Do:**

Repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. Keep this letter with your other important glovebox literature for future reference.

**Reimbursement:**

(Statement for all states except as shown below)

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have your upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles (161,000km), you should contact your dealer to seek reimbursement consideration. 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 November 30, 2002.

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

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have the upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles, you should write to Chevrolet Motor Division, Customer Assistance Center, PO Box 33170, Detroit, MI 48232-5170 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.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center at 1-800-222-1020. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Chevrolet Motor Division  
General Motors Corporation