



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 100148

Date Received

26-JUL-2005

Repository

Reference No.  
10130064

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City ST. STEPHEN State MN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 8/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNDT13S522 [REDACTED] Make CHEVROLET Model TRAILBLAZER Model Year 2002  
Date Purchased 04-JUL-04 Dealer's Name and Telephone Number DONDELINGERS Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City BRAINERD State MN Zip Code 56401  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 110000 ELECTRICAL SYSTEM Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-DEC-2004 Failure Mileage 40000 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: DOTM9ABC036)  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 File  Yes  No Number of Persons Injured \_\_\_\_\_ Number of Days \_\_\_\_\_ 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; i.e. parts repaired or replaced (and if old part is available).

DT: CONTACT BOUGHT A 2002 TRAIL BLAZER IN 2004. CONTACT COMPLAINED ABOUT ELECTRICAL PROBLEMS. BRAKE LIGHTS/HEADLIGHTS/ 4-WHEEL SWITCH, AND BLOWER SWITCH WENT OUT. ON 12-20-04 SHE STARTED HAVING TRANSMISSION PROBLEMS. IT STARTED GRINDING WHEN SHE PUT IN FOURTH GEAR. WHEN SHE TOOK VEHICLE TO THE DEALER, THEY TOLD HER THAT GEARS WERE FAULTY. WHEN SHE PUT VEHICLE IN 4-WHEEL DRIVE, IT BROKE. SHE HAD IT REPAIRED, AND THEN THE HEADLIGHTS WENT OFF BECAUSE THE HEADLIGHT SWITCH BURNED OUT. THEN SHE HAD A NEW ACTUATOR PUT ON IT AND A MONTH LATER, SHE HAD TO HAVE ANOTHER ACTUATOR PUT IN. ON 7-20-05 WHILE DRIVING, THE 4-WHEEL DRIVE SWITCH CAME ON, AND WAS SWITCHING BETWEEN 2-WHEEL DRIVE AND 4-WHEEL DRIVE. VEHICLE STOPPED, AND SHE PUT IT IN 4-WHEEL DRIVE. WENT BACK TO THE DEALER, WHO TOLD CONSUMER DIFFERENTIAL FAILED. BEFORE SHE COULD DRIVE HOME THE TRANSFER CASE MODULE WENT OUT. THE NAME OF THE DEALER WHERE SHE HAS BEEN TAKING THE CAR WAS GILLELANDS AT 3019 DIVISION STREET, ST. CLOUD, MN 56301. \*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.

8/1/05

Dear Alberto

I have sent all the information on work being done on my 02 Trailblazer except maybe last invoice. If you haven't gotten the papers please let me know.

I am self-employed as a housekeeper.

I am very dependant on my vehicle.

I am also recently divorced and on my own. I thought I would spend

this kind of money on a good 4 wheel

drive with low mileage 39,855 and

the bug would be out. I felt

like "Darcy" at Dondelinger worked

on my emotion to get me to buy a \$100,000

warranty at the cost of \$1,921.00. I also,

felt that he knew there would be problems.

I have spent \$1,289.14 on work done on

the SUV, and it only has 58,000. I have

also, gotten AAA. at \$99.00 a year because

of being stranded. I have used that twice.

These are things I don't believe I should

have had to deal with on a fairly new

vehicle.

I called Chevrolet in Troy, Michigan

in Dec. They told me I have been

unconvinced and gave me an oil change

now i'm dealing with them again and they  
are not standing behind their product.  
i have been dealing with Maggie

1-866-942-4368 Ext 40547 at

just she asked me what i wanted  
i told her to give me what i've got  
stuck on this vehicle i get me out  
of the loan and get the truck off  
the road as it is a lemon, i don't  
think its right to sell it to another  
victim. She seemed good about it

~~and get it out~~. Called her a couple  
days later she said they are not  
responsible for what i've spent and  
its not their problem. i told her  
your not standing behind your vehicle  
she said yes, we are. your warranty  
is not our problem. i said, but the  
vehicle only has 58,000 i've been  
having problems since i bought it and  
have called Chevrolet, and they have  
blown me off. Finally i asked to speak  
to someone about her. She said i'm  
the one you talk to. Now when  
i threatened to take this to the  
attorney general she said well

see if we can get you a rebate. I explained that the vehicle has depreciated £d one<sup>st</sup> 18,000. yet. Haven't heard from her yet

problems.

Bought truck from Dondelinger - Braintree, ma on 6/04/04.

Sept - Brake light had a short  
Sunroof was broken.

Dec 8-04.

Shifted into 4WD Drive made a horrible crunching sound, wouldn't go into gear. would go into neutral and roll backwards. Would not move unless put into 4WD Drive. Horrible noise when put into gear also.

called Dondelinger to pick it up as I was afraid to drive it. They said we don't know where St. Stephen is. Take it anywhere you want. Called Gullett in St Cloud they have been my life saver when I shifted there were bars on the gears and it broke everything. blew out Battery CCP, actuator, transfer case module. An inspector had to

look at it - also, Belleland did 7 recalls  
Jan 8-05 heater Blower burnt out which weren't done when truck was sold.

Feb 19-05 transfer case switch replaced  
4 wheel drive lights kept blinking from  
2 wheel - 4 wheel then off

Jan 6<sup>th</sup> actuator went out again  
truck would rev up like I was pushing  
on the gas  
Brake system.

The sway bar links were loose  
Head lights went out at night driving  
they were burnt out

July 20-05 Differential Bearing  
transfer case module.  
I was driving and truck just stopped and  
wouldn't move. made a crunching noise  
I put it in 4 wheel Drive to get it  
back to St. Cloud. They fixed differential  
before I could get it home it went into  
neutral and wouldn't budge. That when  
transfer case module went out for the  
2nd time

8/1/05

**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).**