



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

2006

FOR AGENCY USE ONLY 100148	
Date Received OCT 16 PM 2:15 27-SEP-2006	Repository <input type="checkbox"/>
Reference No. 10169395	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]

Address: [REDACTED]

City: PRINCE FREDERICK State: MD Zip Code: [REDACTED]

Signature of Owner: [REDACTED] Date: 10/3/06

Daytime Telephone Number: [REDACTED]

E-mail Address: [REDACTED]

Evening Telephone Number: [REDACTED]

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNDDT13 [REDACTED]

Make: CHEVROLET Model: TRAILBLAZER Model Year: 2002

Date Purchased: 04-APR-02 Dealer's Name and Telephone Number: BELL MOTOR COMPANY Engine: No: Cylinders: Fuel Type: Gas

Original Owner: [X] Dealer's City: LEONARDTOWN State: MD Zip Code: [REDACTED]

Transmission Type: [X] Antilock Brakes: [X] Cruise Control: Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 136000 VISIBILITY: WINDSHIELD WIPER/WASHER Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 08-MAY-2006 Failure Mileage: 47035 Failure Speed: [REDACTED]

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: DOTM9ABC036): [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 [X] No Fire: [] Yes [X] No Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] 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*: THE CONTACT STATED WHILE HAVING A LIGHT BULB CHANGED AT THE DEALERSHIP, A RECALL WAS FOUND ON THE WINDSHIELD WIPER/WASHER, #04V046000. ALTHOUGH NO PROBLEMS WERE REPORTED, THE DEALER INSPECTED THE PART. AFTER THE INSPECTION THE WIPER/WASHER WOULD TURN ON AND OFF ON ITS OWN INTERMITTENTLY AND WOULD NOT RUN ON HIGH SPEED. THE VEHICLE WAS RETURNED TO THE DEALER WHO ATTEMPTED TO REPAIR IT BY RUNNING THE REAR WIPER/WASHER TO THE FRONT WINDSHIELD. SEE ATTACH.

- something was shorted or broken on my 5/18/06 recall visit. Thus the intermittent on and off of wipers on 5 mi drive home.
- It amazes me that chevrolet corp. has out sourced cust. support
- Got several different answers to what dealer did on 5/18/06 visit. Could not see old wiper cover.
- BETSY KUCHARSKI OF CHEV CO. SAID I WOULD REC. 1/2 REIMB. I SENT REQ. DOC.

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 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.

She called a week later and said my file w/chevy is closed "NO PAY!"
more B.S.

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

This wiper system seems to be very fragile - with great potential for causing serious safety hazards. How much time will Chevy be given to effect a "fix". I have been given several conflicting answers about what dealer did on first inspection (5/18). (1) applied a sealant to opening in cover (2) installed gasket in cover. (3) installed new cover - all in less than 20 mins, while working on shift lever. I asked about a conversation I overheard regarding the date sensitive shelf-life of seal kit used. No answer - anger!

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 73173 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-210
400 7th Street, SW
Washington, DC 20590



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-927-4236

Safercar.gov

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
400 7th Street, SW
Washington, DC 20590

OCT, 3, 2006

Narrative Descriptions of Failures

NHTSA
REF.# 10169395

- 05/17/2006 Invoice (A) Bayside Chevrolet replaced parts necessary to make left turn-signal and stop light work. Made appt. for other Recall
- 05/18/2006 Inv (B) Went to Bayside for Recall (2) Shift over ride 03012 and windshield wiper motor failure prevention 04005. Both completed within 20 minutes. During Drive Home, Wipers turned themselves on and off intermittently. Next drove a couple of days later on and off occurred once or twice, everything else normal. Next time I drove - no problems, everything worked.
- 8/8/2006 Washer pump motor turned on while parked and locked, Had not been driven for a couple of days. Took it to Bayside with pump running
- 8/9/2006 (C) "Service writer" ^{nothing else was working - wipers at any speed!} Reesa called and said I could pick up vehicle as is. it will cost \$497⁰⁰, but high speed wipers won't work. I asked if this was considered a safety issue? - no response. "Service Writer" said I could have everything fixed to operate as of 5/18 when I just went for recall work, it will cost me additional \$400-500!
- 8/9/2006 Called Customer Assistance 866-790-5700 ext 20673, Spoke to a Ms. Campbell. She agreed charge seemed excessive. I called next day as instructed was transferred to a guy in Manila Philippines. We had problems understanding each other. Called the 866-790 number next day. Got a Randy Cote in Texas. He said he wasn't authorized to talk about technical matters. I requested a manager. Got Andrew Gayer. He wouldn't talk about my problems. Told me that Chevrolet had no responsibility. It was a dealer problem. "Dealer buys car from Chevy, and assumes all responsibility".
- 8/15/2006 Went to Bayside to pay ransom and retrieve car. I was given invoice and directed to cashier (D) I insisted on trying wipers. Wouldn't go to high speed, and while washer pump made noise, no fluid made it to windshield. The writer and several others gathered around - looking under hood. They brought air hose to car and blew out lines. The solution, swap lines and hook front washer to pump for rear window. Not enough pressure to put fluid on windshield - unless going 30 mph. Got revised invoice w/paragraph added. (D)

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).