

[REDACTED]

From: "Voicers" <Voicers@edit.nydailynews.com>
To: [REDACTED]
Sent: Wednesday, October 11, 2006 12:49 PM
Subject: RE: accidentl on rt.17

2006 OCT 30 PM 2:15

Your original message was deleted for lack of identifying information. For verification purposes, we cannot consider letters without the writer's full name, street address and telephone number. Other than your name, this information will not be published. Please RESEND your original letter, including all the necessary information. Thanks.

10173 274

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, October 11, 2006 12:14 PM
To: Voicers
Subject: accidentl on rt.17

The accident involving a suv on 10/06/06 killing a young couple and injuring their baby, should have the rack&pinion checked. They are defective. General Mothers won't recall the chevy trailblazers. My chevy trailblazer rack&pinion failed causing the steering to malfunction causing the vehicle to veer left causing an accident.

Respectfully,
[REDACTED]

No virus found in this incoming message.
Checked by AVG Free Edition.
Version: 7.1.408 / Virus Database: 268.13.2/471 - Release Date: 10/10/2006

NAB
aa8
10/31/06

10/12/2006

[REDACTED]

From: [REDACTED]
To: <nhtsa>
Sent: Wednesday, October 18, 2006 10:59 AM
Subject: product failure

2006 OCT 27 PM 2:15

To who it may concern,

I notified General Motors on 10/02/06 about the accident my wife had with our 2003 Chevy Trailblazer. I asked them to repair my damages since the rack&pinion had caused the accident. They refused because I'd taken it to an AAA repair shop. As the reports I am sending shows, the rack&pinion are defective on a number of different vehicles made by General Motors. I enclosed a email I sent to the New York Daily News because a Chevy Trailblazer had crossed over a median on Rte. 17 killing a young husband&wife and serious injuring their baby. I believe all the vehicles involved should be recalled.

[REDACTED]
[REDACTED]
[REDACTED]
Port Orange Fl [REDACTED]
[REDACTED]

10/18/2006

10/02/2006 at 11:10 AM
17569

Job Number:

JON HALL CHEVROLET

License #:
THE HEARTBEAT OF AMERICA
551 N. NOVA RD
DAYTONA BEACH, FL 32115-0000
(386) 947-0644 Fax: (386) 258-0393

PRELIMINARY ESTIMATE

Written By: Tim Peeling
Adjuster:

Insured:

Owner:

Address:

Other:

PORT ORANGE

Claim #

Policy #

Deductible:

Date of Loss:

Type of Loss:

Point of Impact:

Inspect JON HALL CHEVROLET
Location: 551 N. NOVA RD
DAYTONA BEACH, FL 32115-0000

Business: (386) 947-0644

Insurance

Company:

Days to Repair

2003 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV WHITE Int:

VIN: 1GNDS13S732

Lic:

Prod Date:

Odometer: 39580

Air Conditioning

Tilt Wheel

Intermittent Wipers

Rear Wiper

Dual Mirrors

Privacy Glass

Luggage/Roof Rack

Clear Coat Paint

Power Steering

Power Brakes

Power Windows

Power Locks

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Anti-Lock Brakes (4)

Driver Air Bag

Passenger Air Bag

4 Wheel Disc Brakes

Cloth Seats

Bucket Seats

Recline/Lounge Seats

Rear Step Bumper

Trailer Package

Power Trunk/Tailgate

Automatic Transmission

Overdrive

Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR DOOR					
2	Repl	LT Door shell w/short wheel base Chevrolet	1	624.23	5.0	3.3	
3		Add for Clear Coat					1.3
4	Repl	LT Handle, outside Chevrolet, w/short wheel base w/o decor p	1	39.66	Incl.	0.5	
5		Overlap Minor Panel					-0.2
6		Add for Clear Coat					0.1
7	Repl	LT Upper hinge door side	1	83.80	Incl.	0.3	
8		Add for welded hinge door side			1.0		
9	Repl	LT Lower hinge door side	1	83.80	Incl.	0.3	
10		Add for welded hinge door side			1.0		

10/02/2006 at 11:10 AM
17569

Job Number:

PRELIMINARY ESTIMATE

2003 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV WHITE Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
11		QUARTER PANEL					
12	Repl	LT Quarter panel w/short wheel base	1	280.29		17.0	3.2
13		Overlap Major Adj. Panel					-0.4
14		Add for Clear Coat					0.6
15	Repl	Fuel door	1	35.31		Incl.	0.3
16		Overlap Minor Panel					-0.2
17		Add for Clear Coat					0.1
18		REAR LAMPS					
19	Repl	LT Tail lamp assy Chevrolet	1	119.59		Incl.	
20		REAR BUMPER					
21		O/H bumper assy				1.8	
22		Deduct for Rear Bumper R&I				-1.2	
23*	Rpr	Bumper cover Chevrolet w/o two tone				<u>1.0</u>	2.8
24		Add for Clear Coat					1.1
25#		HAZARDOUS WASTE	1	6.00	T		
26#		FLEX AGENT	1	9.00			0.4
27#		COLOR, SAND & BUFF	1				1.0
28#		CORROSION PROTECTION	1	8.00	T		
29#		SOUND PADS	1	29.00			
30#		DETAIL CAR	1	69.95			
31		OTHER CHARGES					
32#		E.P.C.	1	5.00			

Subtotals ==> 1393.63 25.6 14.5

Parts	1374.63
Body Labor	25.6 hrs @ \$ 42.00/hr 1075.20
Paint Labor	14.5 hrs @ \$ 42.00/hr 609.00
Paint Supplies	14.5 hrs @ \$ 26.00/hr 377.00
Sublet/Misc.	14.00
Other Charges	5.00

SUBTOTAL	\$ 3454.83
Sales Tax	Tier 1 \$ 3454.83 @ 6.5000% 224.56

GRAND TOTAL \$ 3679.39

ADJUSTMENTS:
Deductible 0.00

CUSTOMER PAY	\$ 0.00
INSURANCE PAY	\$ 3679.39

10/02/2006 at 11:10 AM
17569

Job Number:

PRELIMINARY ESTIMATE

2003 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV WHITE Int:

THIS FORM IS A VISUAL DAMAGE QUOTATION ONLY. ESTIMATE IS SUBJECT TO CHANGE AFTER DISASSEMBLY. PART PRICES ARE SUBJECT TO CHANGE AND WILL BE BILLED PER PART INVOICE PLUS STANDARD MARKUP. PARTS REMOVED FROM VEHICLE WILL BE THROWN AWAY UNLESS SPECIFIED. VEHICLE WILL BE REPAIRED PER INDUSTRY STANDARD SETUP BY I-CAR. ALL REPAIRS MUST BE PAID IN FULL AT TIME OF COMPLETION, INCLUDING SUPPLEMENTS THERE IS A 25% RESTOCKING FEE FOR ANY PARTS RETURNED WITH A SIGNED REPAIR ORDER.

LIST OF TERMS AND THEIR MEANINGS

1. CAPA PARTS ARE - PARTS THAT HAVE BEEN CERTIFIED BY "CERTIFIED AUTO PARTS ASSOCIATION", THESE ARE NOT "OEM", THEY ARE PRODUCED BY AN AFTERMARKET MANUFACTURER AND CAN BE IDENTIFIED BY AN "***" ON THIS ESTIMATE.
2. OEM PARTS - PARTS SUPPLIED BY THE MANUFACTURER.
3. LKQ PARTS ARE - "LIKE KIND AND QUALITY" - MEANS THEY ARE USED "OEM" PARTS FROM AN "AUTO RECYCLER" NOT NEW. LKQ PARTS ARE INDICATED ON THE ESTIMATE BY "LKQ" ON THIS ESTIMATE.

Customer Signature: _____

***** DISCLOSURE *****

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE (FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT, IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A \$1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

10/02/2006 at 11:10 AM
17569

Job Number:

PRELIMINARY ESTIMATE

2003 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV WHITE Int:

estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GN02 Database Date 09/2006, CCC Data Date 09/2006, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, CY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.



[Home](#) | [Account](#) | [Contact ALLDATA](#) | [Log Out](#) | [Help](#)

MASON S AUTOMOTIVE ENT

Select Vehicle | New TSBs | Technician's Reference | Component Search:

OK

Conversion Calculator

2003 Chevy Truck TrailBlazer 2WD L6-4.2L VIN S

Vehicle Level → Steering and Suspension → Steering → Technical Service Bulletins → All Technical Service Bulletins → Steering - Moan/Groan Shudder on Low Speed Turns

Steering - Moan/Groan Shudder on Low Speed Turns

[Notes](#)

Bulletin No.: 04-02-32-007A

Date: December 01, 2004

TECHNICAL

Subject:

Steering System Moan, Groan, Shudder and/or Vibration Type Noise During Low Speed Turning Maneuvers (Replace Steering Gear)

Models:

2004-2005 Buick Rainier
2003-2005 Chevrolet TrailBlazer, TrailBlazer EXT
2003-2005 GMC Envoy, Envoy XL
2004-2005 GMC Envoy XUV
2003-2004 Oldsmobile Bravada

Short Wheelbase Utilities Built Prior to VIN Breakpoint 52123375

Long Wheelbase Utilities Built Prior to VIN Breakpoint 56137280

Supersede:

This bulletin is being revised to remove the 2002 model year and add the long wheelbase utilities. Please discard Corporate Bulletin Number 04-02-32-007 (Section 02 - Steering).

Condition

Some customers may comment on a moan, groan, shudder and/or vibration noise while making low speed turning maneuvers. Customers usually notice this condition in parking lot turning maneuvers.

Correction

1. Diagnose the power steering concern. Refer to Symptoms - Power Steering

System.

2. Replace the steering gear with a newly designed steering gear. See the parts information below. Refer to Power Steering Gear Replacement.

Part Number	Description	Qty
88965356	Gear Kit, Steering (Short Wheelbase Utilities)	1
88967181	Gear Kit, Steering (Long Wheelbase Utilities)	1

Zoom

Sized for Print

Parts Information

Parts are currently available from GMSPD.


Warranty Information

Labor Operation	Description	Labor Time
E9740	Gear Assembly, Power Steering – Replace	Use published labor operation time
E2000	Toe, Front – Adjust	

Zoom

Sized for Print

For vehicles repaired under warranty, use the table.

<p>GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.</p>		<p>WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION</p>
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Zoom

Sized for Print

Disclaimer

Automotive Warranty Services of Florida

P.O. Box 806218
Chicago, IL 60680-9741
1-800-621-2130

October 07, 2006

[REDACTED]
[REDACTED]
PORT ORANGE, FL [REDACTED]

[REDACTED]

As administrators for the automotive repair service agreement you purchased, Automotive Warranty Services of Florida routinely conducts audits of the service work performed.

Issuing Dealer: JON HALL CHEVROLET
Agreement Number: BM82034
Claim Number: 06419532-1
Payee Name: MASONS AUTOMOBILE REPAIR

Recently we paid a claim dated September 27, 2006 in the amount of \$ 249.74 for a repair on your vehicle.

Please note: The amount paid may be less than the total on your repair order, as it does not include deductibles or other items that may not be covered by your agreement.

Please take the time to complete the enclosed postage paid audit card. If you agree with the above information, check the appropriate box.

Should you disagree, check the box marked NO, and provide a brief summary in the space provided.

Sincerely,

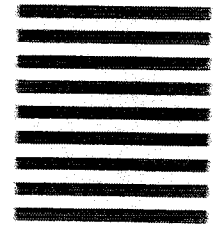
Automotive Warranty Services of Florida



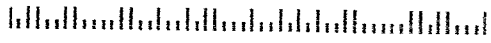
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 86335 CHICAGO IL

POSTAGE WILL BE PAID BY ADDRESSEE



MECHANICAL REPAIR CLAIMS DEPARTMENT
PO BOX 806218
CHICAGO IL 60680-8903



- ☒ Yes, my records agree with your information.
- ☐ No, my records do not agree.

COMMENTS: _____

AGREEMENT NUMBER

B/M 82034

CLAIM NUMBER

[REDACTED]

PHONE NUMBER WHERE YOU CAN
BE REACHED DURING THE DAY

[REDACTED]

BRIAN'S VICTORY LANE AUTO BODY
4655 SPRUCE CREEK RD, UNIT D
PORT ORANGE, FL 32127
OFFICE: 386-761-4227 FAX: 386-761-0422
MV# 38283

2003 OCT 30 PM 2:15

CD LOG NO 1857-1 DATE 10/02/06

SHOP: VICTORY LANE BODY SHOP INSP DATE: 10/02/06
ADDRESS: 4655 SPRUCE CREEK RD. PHONE 1: (386) 761-4227
CITY STATE: PORT ORANGE, FL FAX: (386) 761-0422
ZIP: 32127-

OWNER: WORK PHONE:

POINT OF IMPACT: 7

DAYS TO REPAIR: 0

LIC#: STATE: VIN: 1GNDS13S732
BODY COLOR: WHITE MILEAGE:
CONDITION: ACCTNG CTL#:

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UE=REPLACE OE SURPLUS	UC=RECONDITIONED PRT
JM=REMAN/REBUILT PRT	EU=REPLACE SALVAGE	EP=REPLACE PXN
OE=REPLACE PXN OE SRPLS	PC=PXN RECONDITIONED	PM=PXN REMAN/REBUILT
TE=PARTL REPL PRICE	ET=PARTL REPL LABOR	IT=PARTIAL REPAIR
I=REPAIR	L=REFINISH	BR=BLEND REFINISH
IT=TWO-TONE	CG=CHIPGUARD	SB=SUBLET
N=ADDITIONAL LABOR	RI=R&I ASSEMBLY	P=CHECK
AA=APPEAR ALLOWANCE	RP=RELATED PRIOR	UP=UNRELATED PRIOR

2003 CHEVROLET TRAILBLAZER LS 4DOOR WAGON 6CYL GASOLINE 4.2
CODE: U8433A/B OPTNS S/24

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES

TWO-STAGE - INTERIOR SURFACES

DP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
--	---	--	-----	-----	-----	---	---	-----	-
BR	0207	13	DOOR SHELL, FRONT	LT BLEND REFINISH				2.3	4
RI	0243		W/STRIP, BELT OUTER	LT R&I ASSEMBLY				0.2	1
RI	0137		MLDG, FRONT DOOR UPP	LT R&I ASSEMBLY				0.6	1
RI	0229		MIRROR, OUTER STAND	LT R&I ASSEMBLY				0.3	1
RI	0458	01	CHANNEL, FRONT GLASS	LT R&I ASSEMBLY				0.9	1
RI	0227		HANDLE, FRONT DOOR O	LT R&I ASSEMBLY				0.7	1
I	0287		DOOR SHELL, REAR	LT REPAIR				1.0	*1
L	0287		DOOR SHELL, REAR	LT REFINISH				2.3	4
E	0289		PNL, REAR DOOR OUTER	LT 15079578 GM PART	250.54			7.0	1
L	0289		PNL, REAR DOOR OUTER	LT REFINISH				0.6	4
RI	0433		MLDG, REAR DOOR UPPE	LT R&I ASSEMBLY				0.6	1
E	0017		NAMEPLATE, REAR DOOR	LT 15071710 GM PART	7.84			0.2	1

2003 CHEVROLET TRAILBLAZER LS 4DOOR WAGON
CD LOG NO 1857-1

I	0389	PANEL, QUARTER	LT REPAIR			8.0*1
L	0389	PANEL, QUARTER	LT REFINISH			2.5 4
E	0397	DOOR, FUEL FILLER	LT 15157273 GM PART	35.31		0.3 1
L	0397	DOOR, FUEL FILLER	LT REFINISH			0.4 4
RI	0395	QTR GLASS R & I	LT R&I ASSEMBLY			2.2 1
E	0533	TAILLAMP ASSEMBLY	LT 15131578 GM PART	119.59		0.3 1
RI	0402	COVER, REAR BUMPER	R&I ASSEMBLY			2.6 1
L	0402	COVER, REAR BUMPER	REFINISH			3.1 4
E	0561	PAD, REAR BUMPER STE	LT 12335817 GM PART	32.37		INC 1
L	0561	PAD, REAR BUMPER STE	LT REFINISH			0.2 4
EC		RUNNING BOARD LT. SIDE	ECONOMY PART	300.00*		1*

23 ITEMS

MC MESSAGE(S)

01 CALL DEALER FOR EXACT PART NUMBER / PRICE

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS					445.65
OTHER PARTS					300.00
PAINT MATERIAL					228.00
PARTS & MATERIAL TOTAL					973.65
TAX ON PARTS & MATERIAL @				6.500%	63.29
LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	38.00	15.9	9.0		946.20
2-MECH/ELEC	46.00				
3-FRAME	38.00				
4-REFINISH	38.00	11.4			433.20
5-PAINT MATERIAL	20.00				
LABOR TOTAL					1,379.40
TAX ON LABOR		@		6.500%	89.66
SUBLET REPAIRS					
TOWING					
STORAGE					

GROSS TOTAL 2,506.00

NET TOTAL 2,506.00

SHOPLINK UI642 ES CD LOG 1857-1 DATE 10/02/06 09:52:06AM R6.37 CD 09/06

HOST LOG

(C) 1998 - 2006 AUDATEX NORTH AMERICA, INC.

2.7 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX TWO-STAGE REFINISH FORMULA.

From: Jon from Georgia

Date: Jan 25, 2006 12:03 PM

2006 OCT 30 PM 2: 15

If you're feeling it in the steering wheel check the access cap at the bottom of the pinion in the rack. See if it has backed out of its seated position or missing. These GM racks are known for the lower pinion bearing failing. When the bearing fails it will allow the pinion to move up and down while turning which, if left to do so long enough, will destroy the rack teeth and the pinion itself. This will cause binding and eventual seizure of the steering at the most inopportune time. GM's supplier chose an inferior component for such a load bearing area that has dangerous cause and effect outcomes. If this applies to your situation replace the rack or have it remanufactured with a better bearing. This bearing problem is not isolated to this model and should be checked on other GM applications as well.

Jon - a remanufacturer

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).