



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
2007 JUN -8 AM 10:43
16-MAY-2007

Repository
Reference No.
10190885

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BROWN DEER State WI MF 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? 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
1GNDT13SX2 [REDACTED] Make CHEVROLET Model TRAILBLAZER Model Year 2002
Date Purchased 09-MAY-02 Dealer's Name and Telephone Number Andrew - 1866814 4444 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City Milwaukee State WI Zip Code 53223
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 103000 POWER TRAIN:AUTOMATIC TRANSMISSION Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-JAN-2007 Failure Mileage 22900 Failure Speed 10
TRANSMISSION - Times Locked Up Rotten

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make GOODYEAR Tire Model (Name or Number) P24570R16 Tire Size (Example P215/65R15) P24570R16
DOT No. (Example: DOTM19ABC036) P24570R16BW Original Equipment Prior Repair Failure Location: 43 Brown Deer RD Brown Deer WI
Tire Component Code 191000 TIRES:TREAD/BELT Tire Failure Type ROAD HAZARD

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 Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 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).

TL*THE CONTACT OWNS A 2002 CHEVROLET TRAILBLAZER. ON JANUARY 17, 2007, THE CONTACT HEARD A LOUD BOOM AND THE TRANSMISSION FAILED WHILE DRIVING 10 MPH. HE THEN COASTED THE VEHICLE AT 5 MPH TO THE NEAREST SHOP. THE MECHANIC STATED THAT THE ACTUATOR FELL FROM THE TRANSMISSION AND THE ENTIRE TRANSMISSION FAILED. THE CONTACT WAS ALSO INFORMED THAT ALL FOUR TIRES WERE ROTTEN AND NEEDED TO BE REPLACED. THE ENGINE SIZE WAS UNKNOWN. THE CURRENT MILEAGE IS 28,000 AND FAILURE MILEAGE WAS 22,900.

Please see Attached Paper work. 5-24-7 [REDACTED]

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.

[REDACTED] 5-24-7

1/29/07

①

**Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, MI. 48232-5170**

To General Motors:

On 1-17-07 my 2002 Trailblazer fell apart. While driving, the transmission locked up in 1st gear and soon I found out I had no reverse. Thank heavens no one was hurt!

I needed to replace the transmission due to a GM error, in building the unit; the 2002 transmission had an actuator problem assembly. I read your report at the dealer ship.

Also, at this time, we found our tire's to be rotten. Only 22,900 miles on the new truck. NONE of this should have happened.

We have been very good customers of GM over the years, with the purchase of 8 total trucks. Your records will show this.

We are now due to purchase two new trucks, do we want another GM?????

Please review my records and this problem and do the right thing and stand by your product. This will help you sell cars and trucks.

I only hope I do not have to take any other type of action.

Thank You,

[REDACTED]

Brown Deer, WI.

Phone number after 3:00 PM Central time: [REDACTED]

Attachment

*No Response on letter #5
to this letter from GM
Dealership also work away on problem
lost page*

(2)

Chevrolet
PO Box 33 170
Det. Mich 48 ~~823~~ 232-5170

**GENERAL MOTORS
CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant

Date Claim Submitted: 1-28-7

17-Digit Vehicle Identification Number (VIN): 1GNDT135X22 [redacted]

Mileage at Time of Repair: 22940 Date of Repair: 1-19-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Brown Deer State: WV ZIP Code: [redacted]

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): [redacted] ASTOR 3:00 PM

Amount of Reimbursement Requested: \$ 4099.56

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this field action.

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

**General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170**

Reimbursement questions should be directed to the following number:
1-800-204-0261

Chris Archery

866 790 5600 10650

71-4815 27941

2-19-07

#3

**Chevrolet Motor Division
Chevrolet Customer Assistance
P.O. Box 33170
Detroit, MI. 48232-5170**

To: Chevrolet Assistance Center,

This letter is to ask your help with cost occurred with the repair of our 2002 Trail Blazer. You can review the letter I sent on 1-29-07. Chris Mitchum who handled this problem, did so, in a very short, unprofessional way. Very blunt, just said NO. I tried to explain the problems we had, however, he actually said "I don't CARE, NO!"

Yes, we used a none GM service center, due to the fact my wife just had a foot operation and was unable to walk or drive. This Tire Plus service centre was three miles from our house. Our Trail Blazer broke down in front of this center. The transmission locked up on one of our very cold days we had here at 5:00 PM at night. This was the only recourse I had.

I told them to us GM original equipment, which they did.

They also showed me the problem with the rotten tires. In two days, I had my car back, which was great.

At 22,940 miles, everything should be like new. I seen the report on the transmission problem that you had in 2002. It was a complete report about defective parts in the transmission.

At this time, I am asking GM to cover the cost of their defective transmission and their unsafe tires. This would be \$3,037.01. This would be good faith to very loyal GM car/truck owners. If you check your records, you will see the amount of GM vehicles we have bought in the last 20 years. (You will find at least 7!) On two occasions, we bought 2 new ones at a time.

You advertise customer satisfaction, so, let's see you actually stand by what you do advertise.

My next step, should you turn me down, would be going to the BBB, however, I also will take this further to our local TV station, along with spreading the outcome as much as possible by word of mouth. Including the use of the internet.

I can only hope you will come back with a workable solution between the both of us. Please make sure this goes to the dispute review board if need be.

[REDACTED]
[REDACTED]
Brown Deer, WI. [REDACTED]
[REDACTED]

attachments



CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

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March 1, 2007

[REDACTED]
Brown Deer, WI [REDACTED]

Service Request: 71-481527941
Customer Relationship Specialist: Christopher Mentrum

Dear [REDACTED]:

Thank you for contacting us recently regarding the recall notice you received for your 2002 Chevrolet TrailBlazer. We apologize for any inconvenience you have experienced as a result of this recall.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the tires and transmission that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this recall.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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**General Motors Corporation
Attn: President
P.O. Box 33170
Detroit, Mi. 48232-5170**

3/07/07

With deep regret, I am now addressing this letter to you. I know you are a very busy person and should not have to deal with these issues.

I just want to advise, we have been very loyal customers of GM for many, many years. On TWO occasions, we have bought 2 NEW vehicles at one time.

When we did not cause any problems, or have any issues, your reps were always calling us to see how we liked the product. We always gave them the courtesy of our time and talked to them.

Now, when we do have a serious issue, everyone wants to just wipe their hands clean of us.

We just want you to know, we are very dissatisfied with the outcome of this situation. We consider this to be a very bad safety hazard, especially with only 22,940 miles on the vehicle when this occurred.

Due to the outcome as of this time, we will NEVER purchase a GM vehicle again. We have and will continue to tell everyone why.

[REDACTED]

Brown Deer, WI.

[REDACTED]

Attachments

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).