



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

01-AUG-2007 2007 AUG 23 AM 11:54

Repository

Reference No. 10198189

OWNER INFORMATION (Type or Print)

Name

Address

City WEST HELENA

State AR

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [] NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GNDS13S64

Make

CHEVROLET

Model

BLAZER

Model Year

2004

Date Purchased

11-MAY-06

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

[]

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

[X] Antilock Brakes

[X] Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

162800 STRUCTURE:BODY:HOOD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-JUN-2007

Failure Mileage

31600

Failure Speed

60

hood latch & hood safety latch

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: DOTM19ABC036)

[] 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 [X] No

Fire

[] Yes [X] 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 2004 CHEVROLET BLAZER. WHEN THE CONTACT'S WIFE WENT TO START THE VEHICLE, IT FAILED TO START. SHE LOOKED UNDER THE HOOD AND TAPPED THE BATTERY CABLES WITH A HAMMER. THE VEHICLE RESTARTED AND SHE SHUT THE HOOD. WHILE DRIVING 60 MPH, THE HOOD POPPED OPEN AND SMASHED INTO HER WINDSHIELD, CAUSING THE GLASS TO SHATTER. SHE PULLED OVER AND ATTEMPTED TO CLOSE THE HOOD, BUT IT WOULD NOT BUDGE. SHE MANAGED TO DRIVE THE VEHICLE BACK TO HER RESIDENCE. THE CONTACT WAS ABLE TO SHUT THE HOOD AND TIE IT SECURELY WITH A ROPE. HE DROVE THE VEHICLE TO THE DEALER, BUT SINCE IT WAS 1,000 MILES OVER THE WARRANTY, THEY WOULD NOT MAKE THE REPAIR. THE CONTACT BELIEVES THAT THIS IS A MANUFACTURER DEFECT: THE CURRENT AND FAILURE MILEAGES WERE 31,600. 31,662

* see enclosure

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.

See enclosed letters dated
July 11, 2007, August 9, 2007,
AOH report, GM Vehicle inquiry system,
handwritten note on mileage signed by
Bale Chevrolet Mrg. in Little Rock, Ar.
Personal estimates, warranty and
recall reports. Registration and
safety inspection form, and a copy
of Arkansas title.

[REDACTED]
[REDACTED]
West Helena, AR [REDACTED]

[REDACTED] home * [REDACTED] cell

July 11, 2007

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

Dear Sirs,

On June 20, 2007, my wife, [REDACTED] and our 9-year-old grandson, [REDACTED], opened the hood to check the battery, closed the hood and departed for Little Rock, AR. (I was on a cell phone with her and heard the hood slam shut when she dropped it.) She drove on a country blacktop to Hwy 167 and then to 530 freeway. She entered 530 in the fast lane and drove approximately 1 mile at 60 mph and the hood flew up and broke the windshield.

The hood is double hitched (regular hitch, and safety hitch). Something failed while this car was under bumper-to-bumper warranty. July 5, 2004 to July 5, 2007, 31,662 miles. I, [REDACTED], called Crain Chevrolet for information on repairs and they gave me a Chevrolet number to call. I called twice and then the next day carried the Blazer to Bale Chevrolet for repairs. The claim number is [REDACTED]. Bale Chevrolet called Chevrolet. Both talked. They were to call back on Friday, June 22, 2007 at 2:00 p.m. They did not call. I called at 2:20 p.m. and they refused to fix my Blazer. You should have approximately 4 phone-taped calls to back this up-listen. "6

Since Bale refused to fix it and Chevrolet refused to look at it, I carried it to Spann's Body Shop for estimates and repairs. Enclosed is a copy.

The Blazer is unsafe to drive. I have a loaner car. I need to have the Blazer fixed to go to work. Please adjust/advise as soon as possible.

Thanks,

[REDACTED]

enclosure

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Chevrolet Motor Division
 Chevrolet Customer Assist Center
 POB 33170
 Detroit MI
 48232-5170

2. Article Number
(Transfer from service label)

7006 3450 0002 3659 7911

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

COMPLETE THIS SECTION ON DELIVERY

A. Signature Agent Addressee
 X Michael Shera
 B. Received by (Printed Name) Michael Shera C. Date of Delivery

D. Is delivery address different from Item 1? Yes
 If YES, enter delivery address below: No

3. Service Type

- Certified Mail Express Mail
- Registered Return Receipt for Merchandise
- Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

July 16 2007

UNITED STATES POSTAL SERVICE



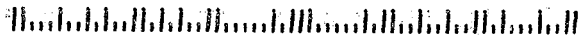
First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

[Redacted]

West Helena, AR

[Redacted]



[REDACTED]

West Helena, AR

[REDACTED] home * [REDACTED] cell

August 9, 2007

*Nailed
8/9/07*

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

Dear Sirs,

Chevrolet received my letter of July 11, 2007 as was indicated by the Post Office Return Signature Card.

Sixteen days later—no response—This makes a person lose trust in Chevrolet for not quickly responding to a safety issue. Also, for not responding or honoring a legal warranty.

Since Bale Chevrolet and Chevrolet refused to honor or fix my Blazer, and Bale Chevrolet deemed it unsafe to drive, I will have it fixed at Spann's Body Shop in the near future. I need a car to drive to work.

I will also pursue this warranty claim.

Thanks,

[REDACTED]



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COTIZACIÓN GRATIS! | Nuevo ▾ | Elige una marca ▾ | CODIGO POSTAL | IR

Recalls

1989 Geo Metro LSI

Select Different Vehicle

2 Recall Notices

These recall notices may not apply to all vehicles. Please contact your dealer for more details or contact the National Highway Traffic Safety Administration's Auto Safety hotline at 1-888-DASH-2-DOT (1-888-327-4236).

Campaign Number: 95V103007 **Date:** 1995-May-24

Component: Seat Belts: Front: Buckle Assembly

Defect Summary: THE FRONT SAFETY BELT BUCKLE RELEASE BUTTONS CAN BREAK. THESE RED PLASTIC RELEASE BUTTONS ARE MARKED "PRESS." IF A BUTTON BREAKS, PIECES CAN FALL INTO THE BUCKLE ASSEMBLY CAUSING THE BUCKLE TO OPERATE IMPROPERLY.

Consequence Summary: THE SAFETY BELTS WOULD NOT PROVIDE ADEQUATE PROTECTION TO AN OCCUPANT IN A VEHICLE CRASH.

Corrective Summary: OWNERS SHOULD PROMPTLY CHECK THE CONDITION AND OPERATION OF BOTH FRONT SAFETY BELT BUCKLES AND CAREFULLY INSPECT THE RED RELEASE BUTTON FOR ANY BREAKS OR CRACKS. THEY SHOULD ENSURE THAT BOTH BUCKLES ARE OPERATING PROPERLY BY INSERTING EACH LATCH PLATE INTO ITS BUCKLE, TUGGING ON THE BELT TO MAKE SURE THE LATCH IS SECURELY LOCKED, AND THEN PRESSING THE RELEASE BUTTON. THE LATCH PLATE SHOULD POP OUT OF THE BUCKLE WHEN THE BUTTON IS PRESSED. IF EITHER RELEASE BUTTON SHOWS A SIGN OF BREAKING OR CRACKING OR IF EITHER BUCKLE FAILS TO OPERATE PROPERLY, OWNERS SHOULD PROMPTLY CONTACT THEIR AUTHORIZED DEALER TO SCHEDULE AN APPOINTMENT TO HAVE THE BUCKLE REPLACED OR REPAIRED, FREE OF CHARGE. THE MANUFACTURER IS DEVELOPING A REMEDY DESIGNED TO PREVENT FAILURE OF THE BUTTONS THAT ARE NOT CURRENTLY BROKEN.

Campaign Number: 93V189001 **Date:** 1993-Nov-23

Component: Latches/locks/linkages: Hood: Latch

Defect Summary: MISLOCATED ATTACHING SPOT WELDS OF THE HOOD STRIKER ASSEMBLY CAUSE CRACKS TO START ON THE HOOD INNER PANEL. IF CRACKS OCCUR, THE HOOD STRIKER ASSEMBLY MAY NOT PROPERLY ENGAGE THE HOOD LATCH WHEN THE HOOD IS CLOSED.

Consequence Summary: AN IMPROPERLY ENGAGED HOOD LATCH MAY RESULT IN A HOODFLY-UP WHILE THE VEHICLE IS IN MOTION. THIS WOULD OBSTRUCT THE DRIVER'S VIEW AND COULD CAUSE A VEHICLE CRASH.

Corrective Summary: GM DEALERS WILL (A) INSTALL TWO BOLTS AND NUTS TO SECURE THE STRIKER ASSEMBLY TO THE HOOD INNER PANEL, AND (B) ENSURE THAT THE HOOD LATCH ASSEMBLY FASTENERS ARE PROPERLY TIGHTENED.



PORTADA | NUEVO | USADO | INVESTIGAR | VENDER | FINANCIAR | VALORES | FOROS | DEPORTES | MÁS EN AOL LATINO

MÁS DE AOL LATINO: Automóviles | Deportes | Dinero y Exito | Entretenimiento | Música | Noticias | Tu Gente | Tu Vida

Suscríbete hoy | Términos del Servicio | Política de Privacidad | Ayuda (en inglés) |

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

Help

VIN :	IGNDS13S64 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	CS15506 -2004 TRAILBLAZER LS 2WD	Warranty Start Date :	07/05/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MONUMENT CHEVROLET 3940 PASADENA FWY PASADENA, TX 77503-1110 (713) 473-7601	Selling Source :	13 - CHEVROLET
		Site Code :	30644
		Business Associate Code :	114854
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05044	INTERMITTENT INCORRECT TURN SIGNAL OPERATION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
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ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	Yes	XM Radio ID	KXRY20C2	XM Status	Inactive	Refer to Help page for details or: http://www.gm.xmradio.com or (800)556-3600. In Canada, http://xmradio.ca or (877)438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	07/05/2004	27 miles	07/05/2007	36027 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	07/05/2004	27 miles	07/05/2010	100027 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/05/2004	27 miles	07/05/2012	80027 miles
36/36000 FEDERAL EMISSION	07/05/2004	27 miles	07/05/2007	36027 miles

CLAIM HISTORY

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R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/13/2006	402690	#	N4180 - CLUSTER ASSEMBLY, INSTRUMENT PANEL - R&R OR REPLACE	16606 miles
09/13/2006	402690	#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	16606 miles
09/13/2006	402690	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	16606 miles
05/22/2006	395414	#	V1388 - 05044 - REPLACE FLASHER RELAY	4532 miles
11/05/2003	A41397	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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Jeff Steen
 Base chev service mag. 6/21/07
 Miles read
 # toll call Friday
 1886
 1866 790 5700
 EXT 21872
 1.1M

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).