



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

Repository

09 JAN 2008  
2008 FEB 12 PM 12:39

Reference No.  
10214338

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City COLLINS State MO 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 [REDACTED] Date 1/17/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNDT13W2 [REDACTED]  
Make CHEVROLET Model BLAZER Model Year 1997  
Date Purchased [REDACTED] Dealer's Name and Telephone Number CHRIS BLAND 417-876-4932 Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City EL DORADO SPRINGS State MO Zip Code [REDACTED]  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 116100 ELECTRICAL SYSTEM:IGNITION:SWITCH  
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-OCT-2003 Failure Mileage 65000 Failure Speed 0

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: DOTM19ABC036)  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  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 1997 CHEVROLET BLAZER. ON OCTOBER 14, 2003, THE CHECK ENGINE SOON LIGHT BEGAN ILLUMINATING AND THE GEAR WOULD BECOME STUCK IN THIRD GEAR. THE DEALER STATED THAT A NEW IGNITION SWITCH WAS NEEDED AND THE CONTACT PAID FOR THE REPAIR. ON JANUARY 4, 2008, THE SERVICE ENGINE LIGHT ILLUMINATED AGAIN AND THE GEARS BECAME STUCK. THE DIAGNOSIS WAS THAT THE IGNITION SWITCH NEEDED TO BE REPLACED AGAIN AND THE REPAIR WAS MADE ON JANUARY 9, 2008 AT THE COST OF \$260.90. THERE WAS A SERVICE BULLETIN FOR THE MALFUNCTION INDICATOR LAMP: TRANSMISSION STUCK IN THIRD GEAR, INSTRUMENT CLUSTER INOPERATIVE, REPLACE IGNITION SWITCH. THE PURCHASE DATE AND SERVICE BULLETIN NUMBER WERE UNKNOWN. THE CURRENT MILEAGE WAS 85,465 AND FAILURE MILEAGE WAS 65,000.

Dealer that worked on Blazer is Bill Roberts  
Bolivar, MO.

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.



ATTORNEY GENERAL OF MISSOURI

JEFFERSON CITY

65102

July 20, 2004

JAY NIXON  
ATTORNEY GENERAL

P.O. Box 899  
(573) 751-3321

[REDACTED]  
Collins, MO [REDACTED]

RE: Complaint No. [REDACTED] Chevrolet

Dear [REDACTED]

Enclosed is a copy of the correspondence this office received from the above-mentioned company concerning your consumer report. It is our practice to send a copy to the consumer once our office has reviewed it. We trust that this will address your concerns adequately.

Your complaint will remain in our data system and should we begin to see any patterns that would indicate the company is committing fraud, we will refer to your file.

Thank you for contacting our office regarding your concerns.

Sincerely,

JEREMIAH W. (JAY) NIXON  
Attorney General

*Melanie Michelson*

Melanie Michelson  
Complaint Investigator  
Consumer Protection Division

Enc.

# BILL ROBERTS CHEV-PONT-OLDS-BUICK, INC.

P.O. BOX 120  
BOLIVAR, MO 65613

1-800-945-2434

417-326-5255

June 30, 2004

Jeremiah W. Nixon  
Attorney General  
Melanie Michelson  
Complaint Investigator  
PO Box 899  
Jefferson City, MO 65102

Dear Sir or Madam:


We are writing in response to your request for information concerning complaint number [REDACTED] which was registered with your office on October 14, 2003.

We always regret to learn a customer is dissatisfied with General Motors Chevrolet Motor Division. We strive to promote customer loyalty and satisfaction by repairing vehicles correctly and at a fair price using all information given to us by GM to speed diagnosis and accuracy.

While the information in Service Bulletin 01-07-30-002C did apply to the repair of [REDACTED] Blazer, General Motors has not re-issued this repair as a Safety Recall at [REDACTED] time. Should General Motors make this a Safety Recall in the future, all adjustments to customers' previous expenses are administered directly between GM and the customers without dealership involvement.

We hope this information will be helpful to your assistance of [REDACTED]'s request.

Respectfully,



Russell Alaimo  
Service Manager  
Bill Roberts Chevrolet-Pontiac-Oldsmobile-Buick, Inc.  
PO Box 120  
Bolivar, MO 65613

**RECEIVED**  
JUL 02 2004  
MO. ATTORNEY GENERAL

# Malfunction Indicator Lamp (MIL) On, Transmission Stuck in Third Gear, Instrument Cluster Inoperative (Replace Ignition Switch) #01-07-30-002C - (Aug 21, 2003)

Malfunction Indicator Lamp (MIL) On, Transmission Stuck in Third Gear, Instrument Cluster Inoperative (Replace Ignition Switch)

1999-2000 Cadillac Escalade

2002-2003 Cadillac Escalade, Escalade EXT

2003 Cadillac ESV

1997-1999 Chevrolet Full-Size Pickup, Suburban, Tahoe (Old Style)

1997-2003 Chevrolet Blazer, Express, S-10

1999-2003 Chevrolet Silverado, Suburban, Tahoe (New Style)

1999-2003 Chevrolet Blazer RH Drive (Export)

2002-2003 Chevrolet Avalanche, TrailBlazer, TrailBlazer EXT

1997-1999 GMC Sierra, Suburban, Yukon (Old Style)

1997-2001 GMC Jimmy

1997-2003 GMC Savana, Sonoma

1999-2003 GMC Sierra, Yukon, Yukon XL (New Style)

2002-2003 GMC Envoy, Envoy XL

1997-2003 Oldsmobile Bravada

2002-2003 Oldsmobile Bravada

with 4L60-E or 4L65-E Automatic Transmission (RPOs M30, M32)

This bulletin is being revised to update the model years and to add additional models. Please discard Corporate Bulletin Number 01-07-30-002B (Section 07 -- Transmission/Transaxle).

## Condition

<http://service.gm.com/servlets/BlobShtml?ShtmlFile=1371241&evc=numSrch>

6/30/04

Some customers may comment on one or more of the following conditions.

- The Malfunction Indicator Lamp (MIL) is ON.
- The transmission is stuck in third gear.
- The instrument cluster is inoperative.

Upon investigation, one or all of the diagnostic trouble codes (DTCs) P0740, P0753, P0758, P0785, P1860 may be set.

**Cause**

The most likely cause of this condition may be a loss of power to the transmission on circuit 1020. This loss of power may be caused by an open in the ignition switch. This condition may also be the result of an incorrect installation of an aftermarket electronic device such as a remote starter or alarm system.

**Correction**

With the ignition switch in the RUN position, test for battery voltage at the appropriate fuse listed below.

Year	Model	Fuse
1997	S/T	Trans 24
1998-2003	S/T (Old Style)	Cluster 11
1999-2003	S/T (Export)	Cluster 23
2002-2003	S/T (New Style)	Ignition 0
1997-2000	C/K (Old Style)	Trans 20
1999-2003	C/K (New Style)	Ignition 0
1997-2002	G-Van	Trans 20
2003	G, H-Van	Ignition 0
2003	H2	Ignition 0

If battery voltage is present at the fuse, inspect circuit 1020 between the fuse and the transmission for possible opens. If battery voltage is not present at the fuse, replace the ignition switch using the Ignition Switch Replacement procedure in the Steering Wheel and Column sub-section of the applicable Service Manual. Refer to group number 2.188 of the parts catalog for part description and usage.

If the vehicle is equipped with an aftermarket electronic device and the DTCs are being set when the device is being used, verify that the appropriate fuse listed above is being supplied battery voltage during operation. If voltage is not present at this fuse, these DTCs will be set due to lack of power at the solenoids. This condition is most likely to occur with an incorrectly installed remote starting system. If this is the case, refer the customer to the installer of the system for corrections.

**Parts Information**

Part Number	Description
See Group No. 2.188	Switch, Ignition

Parts are currently available from GMSPD.

**Warranty Information**

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N2328	Switch, Ignition/Key Warning - Replace	Use published labor operation time
N6630	Wiring and/or Connector, Transmission - Repair	

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.



**WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION**

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CONSUMER

YOUR NAME  MR.  MRS.  MS. [REDACTED] [REDACTED] [REDACTED]  
LAST FIRST MI

ADDRESS [REDACTED] Collins MO [REDACTED] St. Clair  
STREET CITY STATE ZIP COUNTY

HOME PHONE [REDACTED] WORK PHONE ( ) E-MAIL [REDACTED]

COMPANY

MY COMPLAINT IS AGAINST Chevrolet (main company)

ADDRESS [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]  
STREET CITY STATE ZIP COUNTY

PHONE ( ) WEB SITE E-MAIL

PERSON YOU DEALT WITH ? customer service  
NAME TITLE

PRODUCT OR SERVICE

PRODUCT OR SERVICE DISPUTED (D) Ignition switch - bulletin # 11-07-28-0030

DATE OF TRANSACTION/PURCHASE 10 06 03 AMOUNT PAID \$ 260.85  
(For example: 05 01 00) MONTH DAY YEAR

HOW & WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE? Bill Roberts Chevrolet

PAYMENT

PAYMENT METHOD  CASH  CREDIT CARD  DEBIT CARD  LOAN  LAY-AWAY  CHECK  OTHER

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS?  YES  NO

Copies of any documents produced for payment (such as contracts, warranties, checks - front and back) must be returned with this complaint form.

BRIEFLY EXPLAIN  
YOUR COMPLAINT

copy attached!

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

called Chevrolet (customer service) + they told me they couldn't reimburse me until a recall came out + to keep my receipt.

HOW DO YOU WANT  
THIS COMPLAINT  
RESOLVED?

REFUND  
 OTHER

REPAIR  
recall

DELIVER PRODUCT  
on this part

PERFORM SERVICE

REPLACE/TRADE

HAVE YOU BEEN SAID  
OR FILED A LAWSUIT  
ABOUT THIS COMPLAINT?

NO

YES

NAME OF ANY AGENCY CONTACTED

AGENCY ADDRESS

BY FILING THIS COMPLAINT I UNDERSTAND THAT

The Attorney General is not my private attorney, but enforces state consumer protection laws

will result in closing the facts stated in this complaint and

A copy of this complaint will be provided to the merchant against whom I am filing this complaint.

I ATTEST TO THE ACCURACY OF STATEMENTS MADE IN THIS COMPLAINT.



DATE

**Densie**

---

From: [REDACTED]  
To: <attigenmail@moago.org>  
Cc: [REDACTED]  
Sent: Tuesday, October 07, 2003 1:18 PM  
Subject: complaint

I am writing in regards to a complaint I have with the Chevrolet company. Our check engine light come on and we took it to a station and they put it on the computer and no error showed up and they cleared the light but the light came back on and it wouldnt shift right. We then took it to a transmission shop and they put in 2 shifting sensors or solenoids and cleared the light but the light came back on and still wouldnt shift right so we took the 97 Blazer to Chevrolet and they put the computer on it and 4 codes came up. They told us there is a bullitin out on these codes and there is a problem with the ignition switch. It also would not let you take the key out. It was like it was not in park. That meant the electronic fuel pump kept running and it also run the battery down. The bullin. # is 01-07-30-002c. If Chevrolet has a bullin. out on this then they know there is a problem. It is a dangerous prblm. I got me Blazer fixed but I think there should be a recall on this and I should be reimbursed. I only have 60360 miles on tris Blazer. I would like for you to check into this please. Thank You [REDACTED] Collins, Mo. [REDACTED]

10/7/2003

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).