



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

06-AUG-2008

Reference No.  
10237283

**OWNER INFORMATION (Type or Print)**

Name

Address

City LANCASTER

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 8/23/08  YES  NO

**VEHICLE INFORMATION**

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

1GNCT18W51

Make

CHEVROLET

Model

BLAZER

Model Year

2001

Date Purchased

10/2001

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Cruise Control

Multiple Failure:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
29-JUL-2008

Failure Mileage  
31138

Failure Speed  
35

*multifunction switch / recalled 2002*

**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: DOTM9ABC036)

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  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

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 2001 CHEVROLET BLAZER. WHILE DRIVING APPROXIMATELY 35 MPH, THE CONTACT NOTICED SMOKE COMING FROM THE STEERING COLUMN AND THE BRAKE LIGHTS WERE INOPERABLE. WHEN THE IGNITION WAS TURNED OFF, THE ENGINE WOULD STILL OPERATE. THE CONTACT HAD TO MAKE SEVERAL ATTEMPTS TO TURN OFF THE VEHICLE. THERE WERE NO WARNING LIGHTS ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THEY STATED THAT THE FAILURES WERE RELATED TO A DEFECTIVE MULTI-FUNCTION SWITCH. THE VEHICLE WAS REPAIRED. THE CONTACT EXPERIENCED FAILURES IDENTICAL TO THE ONES MENTIONED IN A PRIOR TWO PART RECALL. SHE WAS DISPLEASED TO DISCOVER THAT HER VEHICLE WAS NOT INCLUDED IN THE RECALL. THE RECALL NUMBER WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 31,138.

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.

August 23, 2008

US Dept. of Transportation/National Highway Traffic Safety Admin.  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382

To Whom It May Concern:

In Oct. 2001 we purchased a brand new Chevy Blazer *Vin# 1GNCT18W51K* [REDACTED] In 2002 Chevy issued a 2 part recall, *Campaign #01V364000* on said vehicle. As a trusting consumer, I took vehicle in for recall service. At that time, I believed all parts on recall were replaced, only to find our 6yrs later otherwise. Recall service was performed by Joe Basil Cheverolet, 5111 Transit Road, Depew, NY 14043. The service technician replaced part one of recall, and never replaced part 2 of recall which included a possible *multifunction switch*. WHY ?????

In July 2008, and only **original 31,129 miles**, the vehicle started having all the problems indicative of the multifunction switch. These problems include but are not limited to the following: Smoke coming out of the steering column while driving, flashers turning on and off without driver assistance, brake lights not turning on while depressing brake, engine still remains running while key is removed from ignition. Luckily, we did not experience any engine fire, or rear end collision, however this certainly was an unsafe vehicle. We took immediate action and contacted Service Advisor, Jason Koelemeyer at Joe Basil Chevy. The problem was diagnosed as a **defective multifunction switch**. **The same part which was never replaced at time of recall back in 2002 by the same dealership, now costing me \$498.07 to replace.** Jason, instructed me that I should put in a claim against General Motors, and advised me that while they cannot guarantee payment, they believed since the part was never replaced at recall, and since this is a non "wear out" part that General Motors should reimburse us our money.

After reviewing my claim, General Motors denied us any reimbursement. General Motors claimed that this part would have been paid for at time of initial recall in 2002, not 6 years later. I am claiming that Joe Basil simply was unaware of part 2 on the recall, as it is their responsibility to comply. Joe Basil would not have passed up on doing warrenty/recall work as they get full reimbursement from General Motors direct. As a trusting consumer bringing a vehicle in for a recall, I assume the dealership performs ALL recall parts. *I feel I should not have to pay out of pocket for their mistake.* I also feel that General Motors along with Joe Basil Chevrolet made an unjust decision allowing me to drive this unsafe vehicle knowing fully that the multifunction switch was on recall and never replaced at the time we brought vehicle in for the initial recall.

All paperwork to backup the above is enclosed. Any help in addressing this situation with either General Motors and / or Joe Basil Chevrolet would be greatly appreciated.

Sincerely,

[REDACTED]  
Lancaster, NY [REDACTED]

[REDACTED] home phone  
[REDACTED] / email

cc: Better Business Bureau



August 12, 2008

[REDACTED]  
Lancaster, NY [REDACTED]

Service Request: 71-649818921  
Customer Relationship Specialist: William Hearn

Dear [REDACTED]

Thank you for contacting us recently regarding the dissatisfaction you have experienced with your 2001 Chevrolet Blazer. We sincerely apologize for any inconvenience you may have experienced.

We have carefully reviewed the facts surrounding your case. Unfortunately, we are unable to offer you financial assistance.

If you have any future questions, please 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.

We appreciate the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

**2001 Chevrolet Blazer**



Select Different Vehicle

*3 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:** 01V364000 **Date:** 2001-Dec-03

**Component:** Exterior Lighting: Brake Lights: Switch

**Defect Summary:** VEHICLE DESCRIPTION: SPORT UTILITY VEHICLES. THE MULTIFUNCTION SWITCH COULD DEVELOP AN OPEN CIRCUIT CONDITION THAT RESULTS IN THE STOP LAMPS AND THE REAR HAZARD LAMPS BECOMING INOPERATIVE. THE CENTER HIGH MOUNTED STOP LAMP AND TURN SIGNAL FUNCTIONS ARE NOT AFFECTED.

**Consequence Summary:** THE LOSS OF STOP LAMPS AND REAR HAZARD LAMPS COULD FAIL TO WARN A FOLLOWING DRIVER THAT THE VEHICLE IS BRAKING AND/OR IS STOPPED AND COULD RESULT IN A CRASH.

**Corrective Summary:** DEALERS WILL REPLACE THE HAZARD SWITCH CARRIER. OWNER NOTIFICATION WILL BE CONDUCTED IN TWO PHASES. THE FIRST PHASE BEGAN APRIL 15, 2002, WITH MAILINGS TO OWNERS OF 2000 AND EARLY 2001 VEHICLES. THE SECOND MAILING PHASE WILL BE TO REMAINING 2001 AND 2002 VEHICLES. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT CHEVROLET AT 1-800-222-1020, GMC AT 1-800-462-8782, OR OLDSMOBILE AT 1-800-442-6537.

**Campaign Number:** 01V364000 **Date:** 2001-Dec-03

**Component:** Exterior Lighting: Hazard Flashing Warning Lights: Switch

**Defect Summary:** VEHICLE DESCRIPTION: SPORT UTILITY VEHICLES. THE MULTIFUNCTION SWITCH COULD DEVELOP AN OPEN CIRCUIT CONDITION THAT RESULTS IN THE STOP LAMPS AND THE REAR HAZARD LAMPS BECOMING INOPERATIVE. THE CENTER HIGH MOUNTED STOP LAMP AND TURN SIGNAL FUNCTIONS ARE NOT AFFECTED.

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**Campaign Number:** 00V228003 **Date:** 2000-Aug-07

**Component:** Seat Belts

**Defect Summary:** VEHICLE DESCRIPTION: PASSENGER VEHICLES, LIGHT DUTY TRUCKS, SPORT UTILITY VEHICLES, AND MINI VANS EQUIPPED WITH TRW SEAT BELT BUCKLE ASSEMBLIES. THE BUCKLE BASE OF THESE SEAT BELT ASSEMBLIES WERE NOT PROPERLY HEAT TREATED AND THEREFORE DO NOT PASS THE LOAD BEARING REQUIREMENT OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 209, "SEAT BELT ASSEMBLIES."

<http://www.autosite.com/content/own/service/index.cfm/action/RecallsView/seriesid/1914>

CUSTOMER #: [REDACTED]

413802

JOE BASIL CHEVROLET, INC.

5111 TRANSIT ROAD, DEPEW, NEW YORK 14043  
Commercial Service: (716) 206-1748 and (716) 206-1716  
(716) 683-6800 · www.joebasilchevrolet.com

\*INVOICE\*

GM Goodwrench Service  
Right On time.

Goodwrench  
Auto Body Center

DUPLICATE 1  
PAGE 1

90 Jay  
GENUINE CHEVROLET  
BASIL  
THANK YOU  
REPAIR SHOP REG. NO. R5320407



LANCASTER, NY

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 645 JASON K KOELEMAYER MR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	01	CHEVROLET BLAZER	1GNCT18W51K [REDACTED]		31129/31138	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
22OCT01 IS							
22OCT01 DD		22OCT2004	21:00 30JUL08		VARI	CASH	31JUL08
T.O. OPENED	READY	OPTIONS: DLR [REDACTED] ENG:4.3 Liter V6 CPI, 90 deg.					
16:28 30JUL08	14:41 31JUL08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REAR TAIL LIGHT ON WILL NOT GO OFF ( THIS STARTED AFTER SMOKE CAME OUT OF THE STEERING COLUMN SEE JASON

M1 REPLACED MULTIFUNCTION SWITCH

591 CPCH

243.43 243.43

1 26100837 SWITCH

209.65 209.65 209.65

4 12337820 STRAP, I/P

1.23 1.23 4.92

PARTS: 214.57 LABOR: 243.43 OTHER: 0.00 TOTAL LINE A: 458.00

31138 TESTED BRAKE LIGHTS INOP CK POWER & GROUND AT LIGHTS WAS NOT PRESENT TESTED POWER AT MULTI FUNTION SWITCH WAS PRESENT NOT OUT WIGGLED SWITCH ON OFF LIGHTS SWITCH INTERNAL SHORT REPLACED SWITCH  
#####REWired IN THEFT DETERNT ALARM ##### RETESTED  
BRAKE LIGHTS WORKING AS DESIGN ]

\*\*\*\*\*

B GOODWRENCH MULTI-POINT INSPECTION

25 GOODWRENCH MULTI-POINT INSPECTION

591 CPCH

0.00 0.00

R1 NOTE LOWER INTAKE IS LEAKING 462.52

GENUINE 591 CPCH CHEVROLET

0.00 0.00

R1 COOLANT FLUSH 113.95

591 CPCH

0.00 0.00

R1 POWER STEERING SEAL LEAKING 188.80

591 CPCH

0.00 0.00

R1 RECOMMENDED POWER STEERING FULSH

591 CPCH

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

31135 PERFORMED MULTI-POINT CK

\*\*\*\*\*

*Just what you're looking for*

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE FACTORY LABOR TIME GUIDE, CHILTON MANUAL AND MOTORS CRASH BOOK, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

TERMS: STRICTLY CASH OR CREDIT CARD

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

DESCRIPTION	TOTALS
LABOR AMOUNT	243.43
PARTS AMOUNT	214.57
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/DEDUCTIBLE	0.00
TOTAL CHARGES	458.00
LESS DISCOUNT	0.00
SALES TAX	40.07
PLEASE PAY THIS AMOUNT	498.07

X