



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: 21-JAN-2009
Repository:
Reference No.: 10255906

2009 MAR -5 PM 2:17

OWNER INFORMATION (Type or Print)

Name: [Redacted] Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Address: [Redacted]
City: ANCHORAGE State: AK Zip Code: [Redacted] Evening Telephone Number: Same

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 2/11/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNDT13SX [Redacted]
Make: CHEVROLET Model: TRAILBLAZER Model Year: 2002
Date Purchased: 5-02 Dealer's Name and Telephone Number: Tony Chevrolet, Yonilla 907 373-8669
Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted] Engine: 4.2 No. of Cylinders: 4.2 Fuel Type: Gasoline
Transmission Type: [Redacted] Antilock Brakes Cruise Control Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 31-DEC-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage: 39200 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): [Redacted] 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 2002 CHEVROLET TRAILBLAZER. THE CONTACT STATED THAT THE KEY FOB SENSOR FAILED TO OPEN THE POWER DOORS. THIS PRESENTS A HAZARD BECAUSE THERE IS NO MANUAL KEY ENTRY FOR THE DOORS. THE FAILURE OCCURS IN COLD WEATHER CONDITIONS. THE DEALER STATED THAT THE REPAIR WAS UNDER WARRANTY AND WILL BE REPAIRED. THEY WILL REPLACE THE SENSOR AND CHECK THE WIRING IN THE VEHICLE. THE FAILURE MILEAGE WAS 39,200 AND CURRENT MILEAGE WAS 39,620.

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.

CUSTOMER #:

171342

CHEVROLET OF SOUTH ANCHORAGE #141
SAAB OF SOUTH ANCHORAGE #151

9100 Old Seward Hwy
Anchorage, AK 99515
Phone: (907) 365-8600
Fax: (907) 365-8665

INVOICE



ANCHORAGE AK
HOME:
BUS: CONT:N/A
CELL:

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SERVICE ADVISOR: 78808 KALIN DUPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN/TAN	02	CHEVROLET TRAILBLAZE	1GNDT13SX2		39621/39621		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN02 DL			18:00 22JAN09			CASH	22JAN09
R.O. OPENED	READY	OPTIONS:					
07:45 22JAN09	13:38 22JAN09	ENG:4.2 Liter, L6, MFI, DOHC TRN:A					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

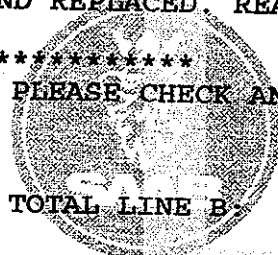
A CUSTOMER STATES THAT THE KEY FOBS DO NOT UNLOCK THE REAR HATCH.
PLEASE CHECK AND ADVSIE
CAUSE: LIFTGATE MODULE
EL ELECTRICAL
84318WGMPP
1 15869971 F-MODULE (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

39621 LGM FAILED INTERNALLY VERIFIED CUST CONCERN.KEY FOB INOP.
TESTED FOB. FOB OK. CHECKED FUSES. FUSES OK. CHECKED FOR LGM CODES. NO
COMMUNICAION. CHECEKED POWER AND GOUND AT LGM. CKTS OK. CHECKED DATA
WIRE. DATA OK. FOUND LGM FAILED INTERNALLY. REMOVED AND REPLACED. REAR
LOCKS AND REAR WIPER OPERATE NORMALLY.

B CUSTOMER STATES THAT THE REAR WIPER DOESN'T OPERATE. PLEASE CHECK AND
ADVSIE
EL ELECTRICAL
9999 ICM (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)



39621 RELATED TO A RELATED TO LINE A

C COURTESY VEHICLE INSPECTION TO HELP PROTECT YOUR INVESTMENTS
LONGEVITY.
VI COURTESY VEHICLE INSPECTION TO HELP PROTECT
YOUR INVESTMENTS LONGEVITY.
9999 ICM (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

39621 VEHICLE INSPECTION VEHICLE INSPECTION COMPLETED.

"I acknowledge notice and oral approval of an increase in the original estimated price.
Signature or Initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Motor vehicle repair trade practices are regulated by Alaska Statutes 45.45.130 - 45.45.240, administered by the Alaska Department of Law.

CUSTOMER #

171342

CHEVROLET OF SOUTH ANCHORAGE #148
SAAB OF SOUTH ANCHORAGE #151

9100 Old Seward Hwy
Anchorage, AK 99515
Phone: (907) 365-8600
Fax: (907) 365-8665



WORKORDER



PAGE 1

ANCHORAGE, AK

HOME: CONT: N/A

BUS: CELL:

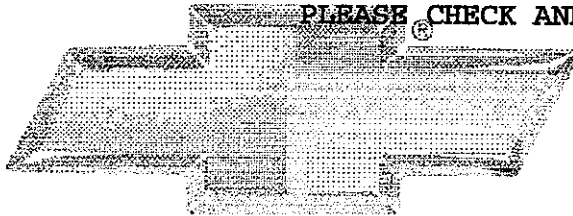
SERVICE ADVISOR: 78808 DUPPER, KALIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN/TAN	02	CHEVROLET TRAILBLAZE	1GNDT13SX2		39621/	
IN SERV DATE	PROD DATE	WARR EXP	PROMISED	PCNS	PAYMENT	
01JAN02 DD			18:00 22JAN09		CASH	
R.O. OPENED	READY	OPTIONS: ENG:4.2 Liter, L6, MFI, DOHC TRN:A				
22JAN2009 07:45						

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A EL WGMPP CUSTOMER STATES THAT THE KEY FOBS DO NOT UNLOCK THE REAR HATCH. PLEASE CHECK AND ADVSIE

B EL WGMPP CUSTOMER STATES THAT THE REAR WIPER DOESN'T OPERATE. PLEASE CHECK AND ADVSIE



C VI CCRT COURTESY VEHICLE INSPECTION TO HELP PROTECT YOUR INVESTMENTS LONGEVITY.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT PARTS BE SAVED.

SAVE PARTS X

ORIGINAL ESTIMATE \$	AUTHORIZED BY	TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.
PHONE #	DATE	TIME
REVISED ESTIMATE \$	REASON	ADDITIONAL COST \$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON	DATE
	<input type="checkbox"/> PHONE #	TIME

WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF \$

PRELIMINARY ESTIMATE \$

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible 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 the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection, therefor. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection.

AUTHORIZED BY: X

TERMS: CASH, APPROVED CREDIT CARDS OR LITHIA DRIVE CARD UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

CUSTOMER COPY