



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2009 APR 14 PM 1:55
1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

05-MAR-2009

Repository

Reference No.
10260864

OWNER INFORMATION (Type or Print)

Name

Address

City

HURON

State

OH

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 address to the vehicle manufacturer.
Signature of Owner _____ Date 3/2/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GNDT13S222

Make
CHEVROLET

Model
TRAILBLAZER

Model Year
2002

Date Purchased

2003

Dealer's Name and Telephone Number

SPITZER CHEVROLET

Engine:

No: Cylinders

Fuel Type:

Unleaded

Original Owner

Dealer's City

AMHERST

State

OH

Zip Code

Transmission Type

4WD

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

10-FEB-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 104000 POWER TRAIN: TRANSFER CASE (4-WHEEL DRIVE)

Failure Mileage
122117

Failure Speed
40

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 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. WHILE DRIVING APPROXIMATELY 40 MPH ON NORMAL ROAD CONDITIONS, THE ENGINE REVVED UP WITHOUT WARNING. THE CONTACT DEPRESSED THE ACCELERATOR PEDAL, BUT THERE WAS NO RESPONSE. IN ADDITION, THE FOUR-WHEEL DRIVE INDICATOR WAS FLASHING INTERMITTENTLY. ROADSIDE ASSISTANCE WAS CALLED TO THE SCENE AND THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER FOR DIAGNOSTIC TESTING. THE DEALER STATED THAT THE ENCODER MOTOR IN THE TRANSFER CASE WAS THE CAUSE OF THE FAILURE. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 01V283000 (POWER TRAIN;TRANSFER CASE,4-WHEEL DRIVE). THE VEHICLE HAS BEEN REPAIRED. THE FAILURE MILEAGE WAS 122,117 AND CURRENT MILEAGE WAS 122,250.

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.

Invoice #: 220683



Page 1 of



HURON, OH
HOME: [REDACTED]

BUS:

CELL:

Customer #:

Service

Advisor: 232 JUANITA MARCIN

BUICK



Phone (419) 625-8035
Toll Free (800) 335-2773
Fax (419) 625-8298

2401 Cleveland Road
Sandusky, OH 44870
www.kaspercar.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	02	CHEVROLET BLAZER	1GNDT13S222 [REDACTED]	[REDACTED]	122117	122124
DEL DATE	PROMISED	PO NO.	PAYMENT	INV. DATE	R.O. OPENED	
27SEP01 D	17:00 11FEB09		CASH	14FEB09	12:48 11FEB09	08:42 14FEB09

OPTIONS: ENG:4.2 Liter, 1.6, MFI, DOHC

Service Department Hours

Monday - Friday
7:30 AM to 5:00 PM
Saturday
8:00 AM to 12:00 noon

Did you know?

- Shuttle Service Available
- Certified Technicians
- Complete Collision Repair Facility on site
- Competitive upfront pricing
- Convenient hours
- Lifetime guarantee on select parts
- We sell tires
- 24 Hour towing (419) 625-9240

Thank You!

A CUSTOMER STATES VEHICLE SLIPPED OUT OF GEAR AND WOULD NOT MOVE

1 REPLACE ENCODER MOTOR AT TRANSFER CASE

294 CPCC 269.91

SUBL TOW 1 89059275 ACTUATOR 522.15

CPCC \$ 75.00

SUBL FUEL CPCC \$ 15.00

VEHICLE TOWED IN. CUSTOMER STATES VEHICLE WILL NOT MOVE. TECHNICIAN
DIAGNOSED ENCODER MOTOR ON TRANSFER CASE IN OP. ADVISED CUSTOMER OF
REPAIR ESTIMATE CUSTOMER APPROVED. TECHNICIAN REMOVED AND REPLACED
ENCODER MOTOR

CUSTOMER PAY MISC MATERIALS FOR REPAIR ORDER 28.79

BY: [REDACTED]

THANK YOU FOR ALLOWING US TO BE OF SERVICE TO YOU. OUR GOAL IS 100% COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE VISIT, PLEASE CONTACT SERVICE MANAGER, ROBERT KLINE AT 419-502-5140.

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 or repairs thereto.

Disclaimer of warranties: Any warranty on the products sold hereby are those made by the manufacturer. The seller, Kasper Buick, Pontiac, GMC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Kasper Buick, Pontiac, GMC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.
 ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
 TERMS CASH OR CREDIT CARD.

LABOR AMOUNT	269.91
PARTS AMOUNT	522.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	90.00
MISC. CHARGES	28.79
TOTAL CHARGES	910.85
LESS INSURANCE/DISC.	0.00
SALES TAX	59.20
PLEASE PAY THIS AMOUNT	970.05

APPOINTMENTS: (419) 625-8035

THANK YOU!

Invoice #: 220876

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PONTIAC
DRIVING EXCITEMENT

GMC KASPER
Auto Group

HURON, OH
HOME

BUS:

CELL:

Customer #:

Service

Advisor: 232 JUANITA MARCIA GOOD

BUICK



Phone (419) 625-8035
Toll Free (800) 335-2773
Fax (419) 625-8298

2401 Cleveland Road
Sandusky, OH 44870
www.kaspercar.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	02	CHEVROLET BLAZER	1GNDT13S222		122212	122222
DEL DATE	PROMISED	PO NO.	PAYMENT	INV DATE	R.O. OPENED	
27SEP01 D	17:00 19FEB09		DISCS	20FEB09	11:10 19FEB09	17:03 20FEB09

OPTIONS: ENG:4.2 Liter, 1.6, MFI, DOHC

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Did you know?

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- Certified Technicians
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- Competitive upfront pricing
- Convenient hours
- Lifetime guarantee on select parts
- We sell tires...
- 24 Hour towing (419) 625-9240

Thank You!



Kasper Specials

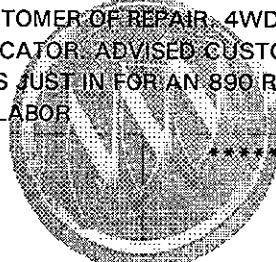
- 25 % Off Any Brake Repair
- 20 % Off Any Repair Over \$1000.00
- 15 % Off Any Repair Over \$500.00
- 10 % Off Any Service

Kasper Buick Pontiac GMC
(419) 625-8035

A CUSTOMER STATES 4WD INDICATOR LIGHTS FLASHING

294	1	REPLACE 4WD MODULE	
		CPC	89.97
	1	12590220 MODULE	200.00
	1	8290603 GENERATOR	150.00
294	1	REPLACE ALTERNATOR	
		CPC	134.96

....CUSTOMER STATES INDICATOR LIGHTS FLASHING. TECHNICIAN DIAGNOSED LOW VOLTAGE TESTED ALTERNATOR NOT CHARGING 35 AMPS SHOULD BE 150 ADVISED
....CUSTOMER OF REPAIR 4WD LIGHT INOP TECHNICIAN ADVISED REPAIRING 4WD INDICATOR ADVISED CUSTOMER OF REPAIRS AND GAVE DISCOUNT AS HER VEHICLE WAS JUST IN FOR AN 890 REPAIR AS GOOD WILL GESTURE. ALSO GAVE DISCOUNT ON LABOR



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PAID BY: [Redacted]

Customer Copy

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Disclaimer of warranties: Any warranty on the products sold hereby are those made by the manufacturer. The seller, Kasper Buick, Pontiac, GMC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Kasper Buick, Pontiac, GMC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
TERMS CASH OR CREDIT CARD.

LABOR AMOUNT	224.93
PARTS AMOUNT	350.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	574.93
LESS INSURANCE/DISC.	86.23
SALES TAX	37.37
PLEASE PAY THIS AMOUNT	526.07

APPOINTMENTS: (419) 625-8035

THANK YOU!!!

March 5, 2009

Chevrolet
PO Box 33170
Detroit, 48232-5170

Dear Customer Relations:

I am writing to explain a situation that occurred with our 2002 Chevy Trailblazer, 4WD. On 2/10/09, I was driving down a street at 40 mph when the vehicle lost all gears and I was only able to pull over to the side of the street in what I felt was "neutral". When I found a decent spot to pull over I was still in "drive" but the vehicle would not move. The engine ran fine, but would not move. I called a tow truck to take me to a local Dealership that worked on GMC/Chevy's/etc. Our Trailblazer has 4wd capabilities (or at least it did), but I did notice that the 4wd button light was blinking non-stop on 4wd. I am very glad I was not on an expressway and had the gears fall out like they did. It could have been a worse situation if traffic was heavy or the weather was real bad. Anyway, Kasper Buick-Pontiac-GMC was the dealership that our vehicle was taken to. My experience there was not a happy one.

I did not anticipate same day or even next day service, BUT... I did not hear from them the next day (2/11), or the next day (2/12). At the end of the day, 2/12, I called the service person at Kasper to ask when, or if, they'd had a chance to look at our vehicle. During our conversation she **actually** said, "Well, no news is good news... isn't it?" She laughed and said they'd work it in Friday, 2/13. On Friday, noon, I called to see what was happening with the vehicle, (as I had not heard anything) she told me they needed to replace the encoder motor on the transfer case, Labor, materials, tow & misc charges plus tax was \$970.05. (Copy of invoice attached). I agreed to the repairs.

When I got home Friday night (around 6:30 pm), there was a message on my phone from 6:00 pm, stating the vehicle was done and could be picked up the next morning. Saturday morning I paid for the services and drove off in the Trailblazer...but...the 4wd switch button light did not come on, therefore indicating to me that the module was not communicating to the switch. Well, I called them back immediately when I got home to tell them of this problem. The service person said that the mechanic would not be in until Monday and that she'd have to talk to him specifically to discuss the lack of 4wd capability (or what I thought may have been, not really knowing). I told her I would appreciate a call on Monday.

Monday came, no call, I called late in the afternoon, the service person said, oh I'm sorry I didn't get back with you, mechanic called in sick today and she wasn't able to get with him regarding my concern. The next day (2/17) I **had to call** later in the afternoon. She came to the phone, said she still hadn't had an opportunity to talk to him. She said she'd call me right back. **Two hours later** she called me to say they would take a look at it, as it sounded like something that would have been related to the first initial repair. She said they would look at it Thursday, 2/19. I told her I hoped this would not cost me extra, she said no, if it's not a related problem. I expressed to her my need for having the vehicle back by Friday, as I had plans to leave town. Well I never heard from them, all day Thursday, which was the day she scheduled for them to look at it. **Not a word.** I cannot express to you my displeasure of constantly having to call them to "get the process" moving along and to find out any info at all. A common courtesy call from the service person would have been greatly appreciated.

Friday morning, 2/20, I made a desperate call to Kaspers to see if they'd figured out the problem, as I had to leave town after work that day. She said she had to get with the mechanic first, see what he said and she'd get back to me. She finally called me back at 1:00 pm, to state that now the vehicle needed a new 4wd module and a new alternator in order to program the module, the alternator was not producing enough amperage to get the programming done. My husband and I talked and agreed to the additional repairs and called her back in 15 minutes asking if it were possible to get it done yet that afternoon, as I had mentioned early on my need for the vehicle by the end of the day. She said she thought it was

possible, but now inferred we were tight on time. She asked if we'd had the module looked at before, I told her we had had it in once at a Chevy Dealership in Vermilion, OH, whereas they reprogrammed the module. She seemed to latch onto that to say that it confirmed that the module was not programmed properly, therefore, not communicating with the switch, so on.

Well... now I understand that vehicles need parts as they get older, I'm not totally naïve. But something just didn't feel right about this whole thing. It felt to me that they kept the vehicle just long enough to figure out how the module problem could be unrelated to the initial work they performed, thus creating further revenue for them, by putting me in "crunch time" to make a decision. Just the fact that the 4wd module was not diagnosed, along with the initial problem, made me uncomfortable and uneasy from the start. I expressed this to the service person, told her I hoped she could help me out with the additional "diagnosis" fees (labor), because it should have been diagnosed the first time. She spoke with the mechanic to see if he would agree to knock off some labor from the module/alternator invoice. She gave me 15% off from a coupon from the previous invoice and knocked off 1.5 hours of labor. Even with that, my overall experience with Kasper Auto was one I never want to experience again.

Since this all occurred, I was looking on line as to whether our current "wind shield wiper" problem would be one we could easily fix with a new fuse or not. The windshield wipers will not shut off, unless pulling the fuse out. I noticed there was a "recall" on a windshield wiper problem that sounds like ours. I'll be looking into that, at another Chevy dealership. But, in looking further, I noticed a recall on 2002 Chevy Trailblazers re: transfer case control modules causing insufficient gear engagement. This recall actually started in 2001, but we've never seen a letter regarding it. We bought our Trailblazer in 2003. Can you please tell me if our transfer case motor module problem would be included in that recall I just mentioned? If so, how can I get reimbursement for that and why didn't Kasper Auto Group dealership recognize the recall as I've heard most garages would do. Also, am I totally off the mark in saying that the module replacement that Kasper's performed should have been originally diagnosed? I am a frustrated Chevy owner right now.

I'm sorry this is such a long letter, I really just want you to know of the poor customer service experience I received at a GMC dealership and the fact that our Trail Blazer actually left me stranded on the road without gears in the first place. This greatly concerns me as a SAFETY issue. These two factors will make us think twice about buying a "Chevrolet/GMC" product again.

Thank you,

[REDACTED]
Cincinnati Ave.

Huron, OH [REDACTED]
[REDACTED]

VIN #1GNDT13S222 [REDACTED]