


UNSAFE AT ALL SPEEDS - + STOP

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>2007 AUG -7 PM 1:31</p>		<p>Date Received 10-JUN-2009</p>		<p>Repository <input type="checkbox"/> Reference No. 10273476</p>	
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City JACKSONVILLE</p>		<p>State FL</p>	<p>Zip Code</p>		
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorized name or address to the vehicle manufacturer. Signature of Owner _____ Date 6/19/09</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNDS13ST22</p>		<p>Make CHEVROLET</p>	<p>Model TRAILBLAZER</p>	<p>Model Year 2002</p>	
<p>Date Purchased 11-08</p>	<p>Dealer's Name and Telephone Number LAZY DAYS RV 1-800-626-7800</p>			<p>Engine: No: Cylinders 6</p>	<p>Fuel Type: GAS</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City TAMPA</p>		<p>State FL</p>	<p>Zip Code</p>	
<p>Transmission Type AUTO</p>	<p><input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>		<p>Multiple Failure:</p>	<p>Incident Date(s) 14-NOV-2008</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 110000 ELECTRICAL SYSTEM I HAVE NO COMPLAINT W/ LAZY DAYS. THEY SOLD AT WHOLESALE "AS IS" W/ NO KNOWLEDGE OF PROBLEM. Failure Mileage 73000 Failure Speed 0</p>					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make GM</p>	<p>Tire Model (Name or Number) HAS KNOWN FOR YEARS + HAS NOT CORRECTED.</p>		<p>Tire Size (Example: P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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). CASE# 71-731872569</p>					
<p>TL*THE CONTACT OWNS A 2002 CHEVROLET TRAILBLAZER. THE ELECTRICAL CONTROL MODULE IN THE DRIVER'S SIDE DOOR IS DEFECTIVE AND MUST BE REPROGRAMMED. THE MIRRORS, LOCKS, AND SEATS MUST BE READJUSTED WHENEVER THE VEHICLE IS STARTED. ON ONE OCCASION, THE PASSENGER SIDE WINDOW WOULD NOT ROLL UP. THE CONTACT STATED THAT THE MODULE WAS VERY INCONSISTENT REGARDING ADJUSTMENTS. THE REPAIR COSTS WERE VERY EXPENSIVE, BUT THE FAILURE STILL OCCURS. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 73,000 AND CURRENT MILEAGE WAS 76,811. DRIVER WINDOW STUCK IN UP POSITION FOR 8 MONTHS, NOW STUCK IN DOWN POSITION, VERY UNSAFE IN THE SEVERE WEATHER WE HAVE. I HAVE BEEN DRENCHED IN LIGHTNING STORMS TWICE THIS WEEK. THIS IS A WIDELY KNOWN DEFECT. MIRRORS ARE A HUGE SAFETY</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

ISSUE: I HAVE CALLED A MINIMUM OF 10 REPAIR SHOPS + ALL WERE AWARE OF PROBLEM AS KNOWN DEFECT OF TRAILBLAZER. CAR WAS BUILT UNSAFE + NEVER CORRECTED.

NOTE. WINDOW (DRIVERS) PERMANENTLY DOWN. VERY UNSAFE.
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I HAVE COME CLOSE TO ACCIDENTS SEVERAL TIMES IN THE LAST 2 WEEKS DUE TO THE MIRRORS BEING OUT OF ADJUSTMENT & NOT RESPONDING TO ADJUSTMENT. IT IS ONLY LUCK THAT SAVED MY LIFE IN THUNDERSTORMS, CHANGING LANES TO TURN & NO VISIBILITY. THIS IS THE MOST INFURIATING & UNSAFE VEHICLE I HAVE EVER OWNED OR DRIVEN. I HAD 3 SAFETY RECALLS DONE LOCALLY THEY DID NOT COMPARE TO THIS PROBLEM. I BELIEVE THE (1500) IS TO IMPORTANT TO GM TO DO A RECALL AS THEY SHOULD. VIEWS "STUCK UP" FOR 8 MONTHS, ESCAPE FROM WATER WOULD HAVE BEEN IMPOSSIBLE. JACKSONVILLE FL 322

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

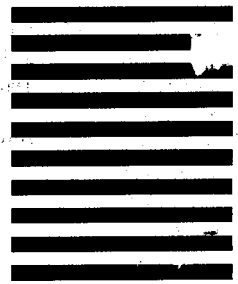
01 AUG 2009 PM 2 1

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

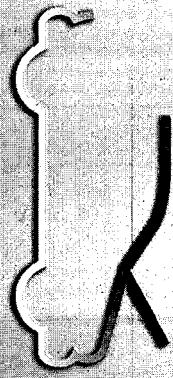
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



7-3-09
FREDERICK HENDERSON
CEO

GENERAL MOTORS
P.O. BOX 33170
DETROIT, MICHIGAN

4F232
313-556-5000
FAX 1-815-282-6156

CHEVY TRAILBLAZER

UNSAFE AT ALL SPEEDS

UNSAFE STOPPED

MR. HENDERSON, VIN# 1GNDS135722

IN NOVEMBER OF 2008 I PURCHASED A 2007 TRAILBLAZER. AS A WIDOW WITH TOTAL LOSSES IN THE STOCK MARKET I WASN'T LOOKING FOR A DREAM CAR BUT THE SAFEST VEHICLE I COULD FIND FOR THE VERY LIMITED MONEY AVAILABLE. THIS LOOKS LIKE A GOOD VEHICLE, IT IS NOT, WHAT SEEMED TO BE A FAIRLY SMALL ELECTRICAL PROBLEM IS A \$500.00 REPAIR. THE DRIVERS DOOR MODULE CONTROLS OR UNCONTROLS THE CAR,

THE SEATS + MIRRORS CONTINUOUSLY READJUST THEMSELVES. SOMETIMES THE MIRROR CAN BE CORRECTED - SOME TIMES NOT. (OFTEN NOT)

FOR 8 MONTHS THE DRIVERS WINDOW WAS STUCK IN THE UP POSITION. RECENTLY, I GOT CAUGHT IN SOME VERY HIGH WINDS + THUNDER STORM CROSSING THE BUCKMAN BRIDGE (LONG + HIGH, OVER ST. JOHN RIVER) THIS IS THE FIRST TIME IN MY LIFE THAT I FEARED LOSS OF LIFE. I WAS REALLY AFRAID OF BEING BLOWN INTO THE RIVER,

(CONTINUED)

JAX, FL.

COPY TO
① CHEVROLET MOTOR DIVISION

② NHTS
③ BPS

DANGER

I DROVE SLOWLY & CAREFULLY - BUT DISTINCTLY REMEMBER THINKING, IF THIS SUV GETS BLOWN IN THE RIVER - WITH THE DRIVER'S WINDOW JAMMED SHUT - I WILL NEVER GET OUT ALIVE.

SHORTLY AFTER THAT THE DRIVERS WINDOW STARTED TO WORK - BUT 2 OTHERS WENT DOWN & THEN THE DRIVERS DOWN. I DO HAVE ALL BUT THE DRIVERS UP NOW. I HAVE BEEN CAUGHT IN 2 SEVERE DOWNPOURS WITH HUGE - CLOSE LIGHTNING. THE CAR HAS BEEN SOAKED - I GOT HOME ASAP. BUT HAD TO RISK LIGHTNING TO GET OUT, MANUALLY LIFT MY METAL GARAGE DOOR TO SECURE THE VEHICLE.

ADDITIONALLY, I AM SURPRISED I DID NOT HAVE AN ACCIDENT. THE MIRRORS WERE WRONG & I HAD NO VISIBILITY IN DOWNPOUR TO CHANGE LANE TO GET HOME. I RECENTLY TOOK THE VEHICLE INTO A LOCAL DEALER FOR 3 SMALL SAFETY RECALLS.

THEY WERE NOT 10% AS DANGEROUS AS THESE UNCONTROLLABLE WINDOWS + MIRRORS. WITH THE RAINS IN FLORIDA, I HAVE BEEN CAUGHT IN RAINSTORMS THE LAST 3 DAY IN A ROW.

I UNDERSTAND THERE WAS A RECALL BUT ONLY FOR ONE PLANT. I UNDERSTAND OTHERS HIRE MYSELF COMPLAIN REGULARLY - BUT ARE TOLD WE ARE NOT COVERED.

(3)

THIS IS UNCONSCIENTABLE,
YOU DID RECEIVE A BAILOUT —HOW ABOUT
YOU PLEASE STOP RISKING MY LIFE, THIS
CAR HAS BEEN NOTORIOUS FOR THIS PROBLEM
FROM DAY ONE —AND BECAUSE I HAVE NO
OPTIONS— YOU ARE RISKING MY LIFE,

BECAUSE I HAVE SO LITTLE MONEY, I SPEND
A NUMBER OF HOURS TRYING TO FIND A WAY
TO FIX IT. THIS IS ENGINEERED FOR DEALER ON
ALL OF THE REPAIR CENTERS I CALLED
(I DO MEAN ALL) KNEW IMMEDIATELY WHAT
WAS WRONG. THEY HAD SEEN MANY. ALL SAID
THIS WAS THE ACHILLES HEAL OF THE TRAIL
BLAZER. ONE MANAGER TOLD ME HE HAD A WEEK
LONG FIGHT WITH HIS WIFE. SHE WANTED A
TRAIL BLAZER + HE REFUSED BECAUSE OF HIS
KNOWLEDGE OF THIS PROBLEM.

THIS IS ABSOLUTELY THE MOST UNSAFE + INFUR
LATING VEHICLE I HAVE EVER OWNED OR DRIVEN

WITH THE WINDOW ALWAYS DOWN, I AS A WOMAN,
AM NEVER SAFE + SECURE. IT IS A RISK TO
PARK + LEAVE ANYWHERE FOR THEFT, MISADVENTURE,
+ OF COURSE, RAINSTORMS.

I UNDERSTAND THE COMPANY LINE. ① THE CAR
IS NOT NEW ② IT IS OUT OF WARRANTY ③ I
DID NOT BUY IT FROM GM ETC. ETC.

MY ANSWER IS— SO WHAT IT IS DEFECTIVE
AND UNSAFE + YOU ALWAYS KNEW

4.
WHY HAVEN'T YOU FIXED THIS LONG
KNOWN DEFECT?

POSSIBLE ANSWER.

1. NO-ONE MADE YOU

2. WAY TO PROFITABLE \$500

REPAIR & MUST BE DONE BY GM,

PLEASE REMEMBER - YOU TOOK MONEY
FROM TAXPAYERS DUE TO REALLY BAD
GREEDY MANAGEMENT DECISIONS,

PLEASE CONSIDER DOING THE RIGHT THING
BEFORE I AM SERIOUSLY OR FATAALLY
INSURED.

SINCERELY,



NOTE: Previously owner of 3 Corollas
Bought new at dealer. This car is
awful

DANGER

NOTE MY LITTLE PERUVIAN "BIG BOY" HAS TO STAY
HOME FOR FEAR OF LOSING HIM OUT WINDOW