

CL-10327406-9845

From: [Reid, Randy \(NHTSA\)](#)
To: [Gee-walford CTR, Tameika \(NHTSA\)](#)
Subject: FW: Only email on NHTSA Something to check that is serious
Date: Thursday, April 15, 2010 10:14:59 AM

Tameika, please upload this complaint into the system and assign to a writer for response.

From: Test, Crash (NHTSA)
Sent: Monday, April 12, 2010 8:24 AM
To: Reid, Randy (NHTSA)
Subject: FW: Only email on NHTSA Something to check that is serious

Hello Randy,

Could you please have someone help respond to the following consumer email question listed below at there earliest convenience?

Thank you very much,
Dameko America

From: [REDACTED]
Sent: Saturday, April 10, 2010 10:14 PM
To: Test, Crash (NHTSA)
Subject: Only email on NHTSA Something to check that is serious

I own a 2005 Chevy Trailblazer.I had an accident and the Airbag did not but should have deployed. Can it be determined if airbag propellant is or was leaking.More importantly; do we know the properties of airbag propellant such as aphysixiation,oxygen deprivation,etc. The vehicle is at my home.You have my express permission to investigate.There was odor but faint and until January we had nice weather so Windows down.Now I can not evn open the door without turning away as if maced or teargassed.

I am at a loss here as to how to determine what the chemical is.It takes your breathe away, made my eyes,head,teeth,jaw etc hurt for hours.Perhaps this might help someother vehicle operator(s) by eliminating a dangerous condition.THIS AIRBAG should have deployed.

Thank You,

[REDACTED]
Pensacola,FL [REDACTED]

From: customerservice@email.progressive.com
To: [REDACTED]
Subject: Your Progressive support request
Date: Sat, 10 Apr 2010 19:50:23 -0400



ETHOMPSON
4/20/2010
CW



YOUR PROGRESSIVE SUPPORT REQUEST

Subject: I have a question about Progressive

Message: At the companys earliest convenience can somebody please come back and examine/evaluate my Trailblazer.It was in an accident 1/2/2010 and claim from my losses covered.I need an accident evaluator to come back and evaluate this vehicle.I should have requested this earlier but did not occur to me that it is significant.About a dozen times I have entered the vehicle since then there is an overwhelming, suffocating odor?,vapor?... I do not know.This is a request for documentting this condition(Airbag propellant leaking?).The airbag did not deploy.Today, again, I just opened it up to air it out and within seconds I was overwhelmed and had to flee.I opened all 4 doors and hatchback again to air it out and of course closed it back up.This is very significant and I need documentation of this since I loss consciousness 1/2/2010 and remember clearly having all windows up because the weather was turning colder.When I regained consciousness I had the driver window all the way down.Could actually be the root cuase of this accident.SWhenever somebody can witness this for me will be appreciatted.The vehicle has not moved or been worked on since 1/3/2010



Policy [REDACTED]

Online Service
progressive.com



Customer Service
[Contact us online](#)

Report a Claim
claims.progressive.com

You are subscribed as [REDACTED]

To update your e-mail address or opt out of further communication, please visit your [preferences page](#).

Please add customerservice@email.progressive.com to your e-mail address book and/or list of approved e-mail addresses to ensure that our communications reach you.

Your privacy is important to us. To see how we protect your information, view our [privacy policy](#).

Your policy is underwritten by Progressive Direct Insurance Company and its affiliates

Progressive Direct Insurance Company
6300 Wilson Mills Rd, Mayfield Village, Ohio 44143

The New Busy think 9 to 5 is a cute idea. Combine multiple calendars with Hotmail. [Get busy.](#)