 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)</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>Form Only 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>				<p>Date Received 22-MAY-2014</p>	
<p>Name [Redacted]</p>				<p>Repository <input type="checkbox"/></p>	
<p>Address [Redacted]</p>				<p>Reference No. 10593422</p>	
<p>City AMHERST</p>		<p>State VA</p>	<p>Zip Code [Redacted]</p>		<p>Daytime Telephone Number [Redacted]</p>
				<p>E-mail Address</p>	
				<p>Evening Telephone Number</p>	
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNDT13SX52 [Redacted]</p>		<p>Make CHEVROLET</p>	<p>Model TRAILBLAZER</p>	<p>Model Year 2005</p>	
<p>Date Purchased 1-6-2005</p>	<p>Dealer's Name and Telephone Number Brockman Chevrolet 434-946-7721</p>		<p>Engine: 4.2 L No: Cylinders 6</p>	<p>Fuel Type: catalyst, feedback</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City Amherst</p>	<p>State VA</p>	<p>Zip Code 24521</p>		
<p>Transmission Type 4 spd electronic trans</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 22-MAY-2014 - date reported to DOT</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, FUEL/PROPULSION SYSTEM (PWS) see next page (back)</p>			<p>current Failure Mileage 48000</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</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).</p>					
<p>TL* THE CONTACT OWNS A 2005 CHEVROLET TRAILBLAZER. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS ADVISED THAT THE FUEL LEVEL SENSOR COULD POTENTIALLY FAIL PREMATURELY. THE MANUFACTURER WAS MADE AWARE OF THE CONCERN. THE FAILURE AND CURRENT MILEAGE WAS 48,000.</p>					
<p>we received the attached letter from Chevrolet/gm dated July 2013, & a similar letter in 2011, stating the fuel gauge may wear prematurely & fail. gm will not replace the faulty part until it fails, we feel it should be replaced before it fails, which could cause an accident.</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 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>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

gm notified us by letter (see enclosed) that our 2005 Chevrolet Trailblazer has a fuel gauge^{sensor} which may wear prematurely & fail. However, they will not replace this part until it fails.

We feel this part, known to gm to fail, should be replaced at gm's expense now. If the sensor fails, we feel this could be a dangerous situation.

We received a similar letter from gm in 2011, saying the owner had to pay half of repair costs.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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





Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

Rec'd
a/a/13



10054 1GNDT13SX52 [REDACTED] 13 0002598

AMHERST, VA [REDACTED]



July 2013

Dear [REDACTED]

*****IMPORTANT CHANGE TO COVERAGE*****

As the owner of a 2005 model year Chevrolet Trailblazer, part of our commitment to you as a member of the General Motors family is providing you with important information whenever a specific condition may affect your vehicle.

This letter is intended to make you aware that in some of these vehicles, the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the Service Engine and Low Fuel lights to illuminate. Illumination of these lights is accompanied by a chime when the vehicle is started. If your vehicle is equipped with a Driver Information Center (DIC), you will also see the Fuel Level Low message displayed. As the fuel level in the tank drops, the lights, DIC message, and chimes may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually as the sensor continues to wear, the fuel gauge will stop working, always read empty, and the Service Engine and Low Fuel lights will illuminate continuously, again accompanied by a chime when the vehicle is started and a Low Fuel Message in the DIC (if so equipped).

General Motors is providing you with additional protection for the condition described above. If this condition occurs on your vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

This is not a recall; please do not take your vehicle to your GM dealer as a result of this letter unless you believe your vehicle has the condition described above.

If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. You may want to contact your dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. If your vehicle is not exhibiting the condition described above, please keep this letter with your other important glove box literature for future reference.



Customer Name:
Street A..

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to GM Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the GM Reimbursement Department by July 31, 2014, unless state law specifies a longer reimbursement period.

*****IMPORTANT NOTICE*****

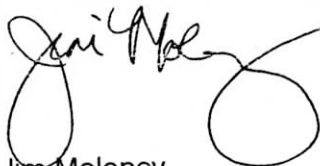
If you have owned this vehicle since August 2011, you may have previously received a letter from us regarding this special coverage program. That letter provided the same additional protection for the condition described above but also included a 50% customer co-pay provision. Effective immediately, the 50% customer co-pay provision of this program has been removed. This policy change is retroactive and you may be entitled to a refund.

If you paid for a portion of the cost to have this repair performed by a GM dealer or received a partial reimbursement from a GM dealer for a previous repair, please contact that dealer to request a refund. The dealer has the records necessary to process your refund and will mail you a check within 30 days. If you received a partial reimbursement for a previous repair from the Chevrolet Customer Assistance Center, please call 1.800.222.1020 (TTY 1.800.833.2438). They have the records necessary to process your refund and will mail you a check within 30 days.

Please note that this refund opportunity is in effect through July 31, 2014.

If you have any questions about this special coverage program, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products. We also want you to know that we will do our best, throughout your ownership experience, to ensure that your vehicle provides you many miles of enjoyable driving.



Jim Moloney
General Director - Customer & Relationship Services

Enclosure
10054E



General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989



10054 1GN0T13SX52 [redacted] 3 0004137

AMHERST, VA [redacted]



Rec'd 10/2011

Dear [redacted]

As the owner of a 2005 model year Chevrolet TrailBlazer, part of our commitment to you as a member of the General Motors family is providing you with important information whenever a specific condition may affect your vehicle.

Please do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition described in the next paragraph.

In some of these vehicles, the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the Service Engine and Low Fuel lights to illuminate. Illumination of these lights is accompanied by a chime when the vehicle is started. If your vehicle is equipped with a Driver Information Center (DIC), you will also see the Fuel Level Low message displayed. As the fuel level in the tank drops, the lights, DIC message, and chimes may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually, as the sensor continues to wear, the fuel gauge will stop working, always read empty, and the Service Engine and Low Fuel lights will illuminate continuously, again accompanied by a chime when the vehicle is started and a Low Fuel Message in the DIC (if so equipped).

Even though your vehicle may no longer be covered by its New Vehicle Limited Warranty and you may not be the vehicle's original owner, we still want to help you correct this condition if it occurs on your vehicle.

GM will pay fifty percent (50%) of the total cost for an authorized Chevrolet dealer to repair your vehicle if it has the condition described above. Your dealer will perform the required repair according to the labor time and part cost established by GM for warranty repairs. As you may know, dealer labor rates vary significantly from one part of the country to another, so it's difficult to accurately determine your actual savings, but it will be at least 50% of what you would pay to have this repair done for a vehicle that is beyond the GM New Vehicle Limited Warranty period.

If you agree to accept this offer, you will be responsible for the other half of the dealer's repair bill. This offer to equally share the repair cost only applies if your vehicle is currently exhibiting this condition or exhibits the condition within a period of 10 years or 120,000 miles, whichever occurs first, from the date your vehicle was originally placed in service.

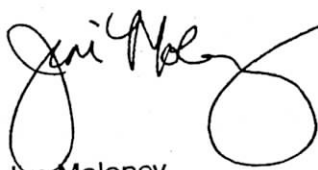


This offer will significantly reduce costs you might incur if your vehicle has this condition and is beyond the terms of its new vehicle warranty.

This offer is also applicable to customer reimbursement requests related to this condition. If you have previously paid to have your fuel level sensor replaced, GM will reimburse you fifty percent (50%) of any reasonable and customary repair cost. Additionally, if you used an extended warranty or after-market service contract to pay for your fuel level sensor to be replaced, GM will pay fifty percent (50%) of any reasonable and customary deductible cost. If either of these scenarios applies to your situation, please complete the enclosed reimbursement request form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2012, unless state law specifies a longer reimbursement period.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products. We also want you to know that we will do our best, throughout your ownership experience, to ensure that your vehicle provides you many miles of enjoyable driving.


Jim Moloney
General Director - Customer & Relationship Services

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AMHERST, VIRGINIA

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

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