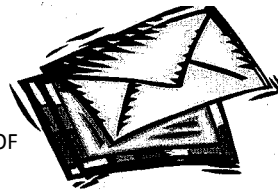


NHTSA ccmMercury Routing Slip



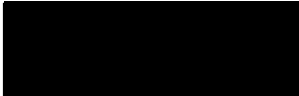
CL-10661702-4131

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Printed: 8/7/2015

NHTSA #: ES15-004102	Rec'd Date: 8/7/2015	Referred By: NPO-011
XREF #: ES15-001315	Doc Type: <u>CMB</u>	Doc Date: 7/27/2015
Delivery: S10 E-MAIL	Address To: S1	Due Date: <u>8/13/2015</u>
S10 #: S10-150806-004	DOT/I #:	RMP #:
Subject: S10 DIRECT REPLY - INCOMING LETTER TO THE SECRETARY REQUESTING ASSISTANCE WITH A WINDSHIELD WIPER SAFETY DEFECT ON HIS 2002 CHEVROLET TRAILBLAZER		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: FRANK S. BORRIS	Cleared For:
Cleared Date:	Cleared By:	Closed Date:
File Loc:	XREF File:	
Added By: JKORKOR x69591	Modified By: JULIE.KORKOR	
Most Recent Comment:		

Author:



SOUTH WINDSOR, CT
Tel: Fax: E-mail:



Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	8/7/2015		

RR
81815
SHD

South Windsor, Ct

July 27th 2016

Mr. Anthony Fox, Secretary of Transportation,

I've written your office since 2014.

And you send me a letter about "safety-defect trends, I've sent you videos about one of my safety-defect trends, that being the windshield-wipers defect, and fuse-Box being rewired.

and you tell me to get in touch with the Federal Trade Commission. they tell me to write a letter of "Complaint" ^{NO ONE} I did this for the months of June and July. I know the windshield wipers are in your jurisdiction of duties; I don't know about the electrical aspect of the fuse-Box.

there was a recall over the windshield wipers (Tech. at G.M. said defective housing inside wiper motor, said he was told if asked, he got a "kit" in it. housing of wiper motor "wiped" off,

"nuts" to unit very greasy, showed it was not taken apart. I don't know who can help me I've tried anyone who would tell me anything. For 12-years I could get G.M. or no-one to say anything

and then this March 7th 2015 in our local newspaper I see this, "Defective and Recalled vehicles can be "Sold" with out telling buyers of problems. This is why for years I would call G.M. (when I am really mad about this trucks and the money stolen from me) they would just

15 for and never say a word, then say this is something you have to talk to your dealer about. I "Demanded" 02 Trailblazer, (VIN# 1GNDR13S432 [redacted]) they gave me 02 Trailblazer

belonging to a company called Campac Inc, (VIN# 1GNDR-13S [redacted]) who has been leasing and buying vehicles for over 50-years ^{From G.M.} they own a leasing, Rental, and fleet-service company that owns Enterprise and

National Car-Rental. I've written, sent you videos and

S10-150806-004

ES15-004102

you tell me there's nothing you can do unless
it's a "safety defect trend." you the N.H.T.S.A.
you have power to do most anything, as a
customer I "had" a little power to complain to
car dealers and car companies, Now the
government has taken that away from me, by
telling car companies, quote, "you don't have
to tell them anything!" I did everything right,
I drove a vehicle, write down VIN was quoted
a price, then given switched paper work, name
forged on papers because I refused to put down
signature, then told after I'm "shocked" by vehicle
you put your initials on Purchasing-Order, you "own"
vehicle, on a Monday-morning, day before truck
is taken to D.M.V. to be registered.

I was "profited". I come into dealership driving
my wife's old dented-up 91' Taurus, I'm along, I
see truck come in with salesman and lady just got through (demo)
driving, he gives me V.I.N. number-card, I go out with
sales lady, she does-up paper work, then tries to
get me to put down signature before I've read it
I say I read things first, next thing I know I
own a truck I never signed for, the ^{price} ~~price~~
of being "BLACK," at some dealerships, you watch,
and no what your doing, and sometimes they
still get you. But I'm going to keep taking
care of this truck, and write who-ever I can
until my pencil runs out of lead, and paper
runs out of wood. ^{There} ~~There~~ should be someone
to help me, like there's someone like the
N.H.T.S.A. to help people with "safety-defect
trends".

would appreciate it, "if" you could forward this
to the proper agency that would help me.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

March 23, 2015

[Redacted]
South Windsor, CT [Redacted]

NVS-216 nam
Ref. No. 10661702

Dear [Redacted]

Thank you for your letter to Secretary Foxx and Administrator Rosekind concerning your model year (MY) 2002 Chevrolet Trailblazer. Your correspondence was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that on September 21, 2002, you purchased a MY 2002 Chevrolet Trailblazer from a local dealer. You allege that after taking a demonstration ride in the vehicle you selected to purchase, the dealer switched it for a used vehicle without your knowledge. You assert that since the time of your purchase, you have had a problem establishing the correct warranty in service date for the vehicle. In addition, you state that there is inaccurate information on the buyer's order and vehicle registration as reported by the State DMV. You also have had to deal with several electrical and mechanical problems with your vehicle. You believe the dealer's actions were unethical and could not have happened without General Motors' (GM) knowledge. Therefore, you are requesting NHTSA's assistance in resolving these matters

We located your previous reports from December 1, 2014 and March 16, 2015, which describe the problems you have experienced since you purchased the vehicle in 2002. We reviewed our database in an effort to identify whether a safety defect trend exists with regard to electrical and mechanical problems in MY 2002 Chevrolet Trailblazer vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

"A safety trend," one problem that could cost a life, should be enough!!

fuse-box, (fire-hazard) windshield wipers (impaired driving), and N.H.T.S.A. says it in brochure safety hazard. How many deaths makes safety trend!!?

S10-150806-004



MOTOR VEHICLE REGISTRATION CERTIFICATE
THIS CERTIFICATE TO BE CARRIED IN THE VEHICLE AT ALL TIMES

MARKER NO.	EXP. DATE	CURRENT TAX TOWN		
[REDACTED]	06/15/04	155 WEST HARTFORD		
MAKE	MODEL	YR	BODY STYLE	TITLE
CHEV	TRL	02	ST WAG	Y
VEHICLE IDENTIFICATION NUMBER		COLOR		
1GNDT13S522 [REDACTED]		BLACK		
GROSS WEIGHT	TIGHT WEIGHT	AXLES	STAND CAP.	SEAT. CAP.

PASSENGER

CAMRAC INC
8 ELLA GRASSO TPKE
WINDSOR LOCKS CT 06096-1015

05/29/02 805 80-001-00040
2 PLATES ISSUED

APPLY the enclosed EXPIRATION-DATE STICKER to the REAR PLATE on your vehicle. Remove loose stickers before applying the new one. APPLY the new sticker to the right of the word "CONNECTICUT" over any old stickers. The new sticker may be applied immediately, but must be applied no later than midnight of the day your previous registration expires.

IF YOU CHANGE YOUR ADDRESS, the DMV must be notified of the change within 48 hours. A change of address postcard is included with the new sticker. You must provide both your new and old address when notifying the DMV of an address change. You must also print your new address on this certificate in the designated area on the reverse of this form, but do not return this certificate.

WRITTEN SIGNATURE(S) OF REGISTRANT(S) SIGN HERE

Please sign this certificate in the space indicated for signature(s) of registrant(s) to attest to the information contained therein. KEEP THIS CERTIFICATE IN YOUR VEHICLE.



CAMRAC INC
8 ELLA GRASSO TPKE
WINDSOR LOCKS CT 06096-1015

*Oct. 11, 2002
Returned Truck would
pay transfer fee and lose
my extra warranty insurance
money; Call Good Motors.
Name off of
Leased and already
registered and switched
Vehicle with "Demo"
Taken from me.*



IF YOU SELL, TRANSFER, OR JUNK THIS VEHICLE:

- Complete the area on the reverse of this certificate and cancel your registration by returning both the upper part of this certificate and your plate(s) to any DMV branch office. Until you do so, your vehicle is subject to property tax assessment in the town of record for this vehicle. To transfer the plate(s) to ANOTHER VEHICLE, bring only the upper part this certificate to DMV when you register that vehicle.
- Complete and detach BILL OF SALE below and present to new owner together with title to the vehicle.

BILL OF SALE (for use if you sell this vehicle)

MAKE	MODEL	YR	BODY STYLE	TITLE
CHEV	TRL	02	ST WAG	Y
VEHICLE IDENTIFICATION NUMBER		COLOR		
1GNDT13S522 [REDACTED]		BLACK		

OWNER(S) OF RECORD - SELLER(S)

CAMRAC INC
8 ELLA GRASSO TPKE
WINDSOR LOCKS CT 06096-1015

SELLING PRICE	THE OWNER (SELLER) OF THIS MOTOR VEHICLE DESCRIBED AT LEFT HEREBY TRANSFERS TO THE PURCHASER THE DESCRIBED MOTOR VEHICLE IN CONSIDERATION OF THE AMOUNT SELLING PRICE ENTERED AT LEFT. RECEIPT HEREBY ACKNOWLEDGED.
\$	
NAME OF BUYER	
ADDRESS OF BUYER	
I DECLARE UNDER PENALTY OF FALSE STATEMENT THAT THE INFORMATION FURNISHED IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.	
SIGNATURE(S) OF SELLER(S)	DATE

TO NEW OWNER:

TO OBTAIN A REGISTRATION/TITLE IN YOUR NAME, PRESENT THIS BILL OF SALE TO DMV TOGETHER WITH THE TITLE SIGNED OVER TO YOU.

S10-150806-004

forgot name because
they could do it,
and answer to
no one!

Article from Connecticut's HARTFORD COURANT Dated: March 7th 2015
this is why, for 12 years G.M. would never answer my questions
about 02-Trailblazer (wipers affect safety and drivability) Not supposed to bring outside
wipers into juve. Box,

Used cars can lack recall fixes

There's nothing here about illegal vehicle switches!

Vehicles may be legally sold without making any repairs — and without telling buyers of problem

BY TOM KRISHER
AND DEE-ANN DURBIN
Associated Press

DETROIT — It's a case of buyer beware, with potentially dangerous consequences.

More than 46 million cars and trucks on the road in the U.S. — about one-fifth the total — were recalled because of safety defects but never repaired, according to a study by Carfax, a company that sells vehicle history reports. Some of those defects have the potential to cause a crash, injury, even death.

Last year, around 5 million of those cars were sold to new owners.

That's because there is no legal requirement for dealers or individual sellers to get the repairs done before a used car is sold. They are not even obligated to tell buyers if a car is subject to a recall.

"It's a very major public safety problem," says Chris Basso, a used-car specialist for Carfax, which analyzed state registration data to determine that one-fifth of the 238 million cars on the nation's roads has an unrepaired problem that was the subject of a recall. "When those recalled cars go unfixed, they compound over the years, and it increases the chance of those parts failing."

Federal regulators are pushing for legislation that requires dealers to fix recalled used cars. Independent dealers oppose such a **\$10-150806-004** nt go along with a requirement to dis-

close recalls to buyers, because a new government database makes it easier to tell if a car on their lot has been recalled.

The number of unfixed cars is certain to rise because automakers recalled nearly 64 million vehicles nationwide last year, double the old record set in 2004. Government data show that 25 percent of car owners never get recall repairs done.

No one is sure how many crashes or injuries happen because of unheeded recalls. But buying an unrepaired car cost [redacted] his life. The [redacted]-year-old father of two died Jan. 18 when shrapnel from the driver's air bag in his 2002 Honda Accord tore into his neck after a minor accident near Houston.

[redacted] Accord had been recalled in 2011 to fix a faulty air bag inflator made by Takata Corp. that can explode with too much force. But neither the two previous owners nor the independent dealer in Houston who sold [redacted] the car in April 2014 had the repair done.] wipers

[redacted] had no other injuries, says Rob Ammons, an attorney representing his family in a lawsuit against Takata, Honda and the dealer. "You fix the defective air bag, and he doesn't die," Ammons says.

Federal law requires car com-

panies to notify owners of a recall within 60 days of finding a safety defect, which Honda did in 2011. But there's no legal requirement that companies contact the new owner if a car changes hands.

[redacted] of Glen Burnie, Md., traded a pickup truck for a 2011 Toyota Prius in March of last year at Koons Ford in Baltimore.

Shortly after he took the car home, he read a dealer-provided Carfax report and found that his car had been recalled in February 2014 to fix a hybrid component that could malfunction and cause stalling. Koons had not done the repair, and no sales person mentioned the recall, [redacted] says.

"You think when you buy something, it's been checked and cleared," he says.

Dennis Koulatsos, Koons Ford general manager, says [redacted] car should have been fixed because there was a safety issue. All dealers, he says, have incentives to fix recalled cars. They could lose customers to dealers who do, or they could be sued if something goes wrong.

But he also thinks dealers should be able to sell cars with open recalls if the problems don't affect safety or drivability. "Used cars are hard to get, and they depreciate by the day when they sit on the lot," he says.

[redacted] A number of attempts to pass

laws requiring dealers to fix recalled cars or disclose problems have stalled under opposition from carmakers, auto dealers and the U.S. Chamber of Commerce. Mark Rosekind, the new head of the National Highway Traffic Safety Administration, and Transportation Secretary Anthony Foxx are making another push.]

"We cannot allow vehicles with potentially dangerous defects to leave used-car lots without the necessary repairs," Rosekind says.]

Used-car dealers fought past legislation because they didn't have access to a national database to check for recalls, says Steve Jordan, CEO of the 16,000-member National Independent Automobile Dealers Association.

That changed in August when the government set up a website (safercar.gov) for dealers and drivers to check recalls by keying in the 17-digit vehicle identification number. Now, Jordan says, the association may support a disclosure law, as long as the database allows dealers to check multiple numbers at a time to save time and labor.

The association still opposes a repair requirement because independent dealers would be at the mercy of competitors franchised by automakers. Those dealers are the only ones authorized to do recall repairs.

The National Automobile Dealers Association, which represents new-car dealers that sell used cars, hasn't taken a position on the repair requirements. It is waiting for the government to estimate the cost, the effect on sales and whether the measure would save lives.

Individual sellers won't face any repair or disclosure requirements. Individuals sold just under one-third of the 42 million used cars in the U.S. last year, according to the Strategic Vision research firm.

Last year a Honda executive floated the idea of requiring recall repairs before license plates can be renewed. That's similar to the practice in Germany, where the government can revoke registrations of cars with outstanding recalls.

U.S. federal law does require dealers to make recall repairs on new cars before selling them.

CarMax, the nation's largest used-car dealership chain, says it informs buyers of open recalls, but it does not get the vehicles repaired.

AutoNation, the largest dealership group in the U.S., says it repairs recalled used cars before selling them when parts are available. If there are no parts available, it discloses that to buyers and tells them of any danger.

AutoNation CEO Mike Jackson says he favors laws requiring disclosure.

"The recall situation is a mess. It's a disgrace and it's a black eye for the industry," he says.

the alpha & wipers are to be wired into juve box.

Scranton CHEVROLET

125 Poquonock Ave. P.O. Box 565
WINDSOR, CT 06095

DEAL # 10790 Tel. (860) 688-3696 Fax (860) 688-0163
CUST# N/A 1-800-229-3696

**RETAIL PURCHASE ORDER
FOR MOTOR VEHICLE**

Date 09/21/2002
Salesman CAPPY
Bus. Phone _____
Phone _____

Purchaser's Name _____
Address _____ City WINDSOR State CT Zip _____

Please Enter DEMONSTRATOR
My Order For LEASE NEW 2002 CHEVROLET TRUCK TRAILBLAZER 6 Stock No. _____
(YEAR & MAKE)
Trim LS Color BLACK To Be Delivered On or About 09/21/2002
The Mileage as shown on the Odometer of the Motor Vehicle to be Purchased is: 21437

Ident. No. 1GNDT13522
BODY TYPE 4 DOOR UTILITY SOCIAL SECURITY # _____ DATE OF BIRTH # _____
FILL OUT THIS SECTION IF USED CAR OR TRUCK IS TO BE TRADED IN AS PART PAYMENT AND DO WARRANT THE TITLE THERETO TO BE FREE AND CLEAR, EXCEPT FOR THE UNPAID BALANCE, AS SHOWN, AND TO THE BEST OF MY KNOWLEDGE, I THE UNDERSIGNED, STATE THAT THE MILEAGE AS SHOWN ON THE ODOMETER N/A IS THE ACTUAL MILEAGE WHICH THE CAR HAS BEEN DRIVEN.

Make & Year of Used Car/Truck	Reg. No.
Model	Cyl.
Body Type	Color
Ident. No.	Title No.
Allowance \$ <u>N/A</u>	Balance Owed \$ <u>N/A</u>
To Whom Owed	
Net Allowance \$ <u>N/A</u>	

NO INSURANCE IS INCLUDED IN THIS ORDER
 Enter My Order For Insurance as follows:
 Fire and Theft \$ _____ Collision Amount Deductible _____ Property Damage \$ _____
 Life \$ N/A Accident and Health \$ _____ Auto Medical \$ _____
My Insurance Company is: _____ Address _____
CT. Insurance I.D. No. _____

SELLING PRICE OF CAR OR TRUCK	25900.00
EXTRA OR OPTIONAL EQUIPMENT	N/A
GAP INSURANCE	550.00
VIN Etch Service (Option)	179.00
SERVICE CONTRACT	2000.00
Conveyance Fee	289.00
Dealer Conveyance Fee is not payable to the State of CT.	
CASH PRICE	28910.00
SALES TAX	1735.00
LIC. REG. TRANS. TITLE LIEN	50.00 75.00 25.00 10.00 XXXXX XXX 160.00
1. TOTAL CASH PRICE DELIVERED	30813.00
2. CASH DOWN PAYMENT	DEPOSIT SUBMITTED WITH ORDER 2500.00 CASH ON DELIVERY N/A
NO REFUND OF DEPOSIT	
3. TRADE-IN	N/A
LESS BALANCE OWING TO	N/A
4. TOTAL DOWN PAYMENT	2500.00
5. UNPAID BALANCE OF CASH PRICE	28313.00
6. OTHER CHARGES	INSURANCE _____ VENDOR'S SINGLE INTEREST FEE 35.00
7. AMOUNT FINANCED	28348.00
8. FINANCE CHARGE*	8004.64
9. TOTAL OF PAYMENTS	36432.72
10. TOTAL SALE PRICE	38932.72
11. ANNUAL PERCENTAGE RATE	8.6%

Purchaser's Signature _____
 THIS MOTOR VEHICLE NOT GUARANTEED BY SCRANTON CHEVROLET. THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF General Motors Corp. Chevrolet Mtr. Div. FOR _____ MILES OR _____ MONTHS, WHICHEVER OCCURS FIRST. COPY GIVEN TO CUSTOMER.

THIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL AND SOUND FOR A PERIOD OF 30 DAYS OR 1,500 MILES WHICHEVER PERIOD ENDS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO OUTSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.
 \$5,000 OR MORE
 \$3,000 OR MORE BUT LESS THAN \$5,000
 \$5,000 OR MORE
THIS MOTOR VEHICLE IS GUARANTEED TO BE MECHANICALLY OPERATIONAL AND SOUND FOR A PERIOD OF 60 DAYS OR 3,000 MILES WHICHEVER PERIOD ENDS FIRST. THIS GUARANTEE SHALL INCLUDE THE FULL COST OF BOTH PARTS AND LABOR. ALL LABOR MUST BE PERFORMED IN OUR SHOP. NO OUTSIDE INVOICE FOR REPAIRS CAN BE HONORED BY US.

PLEASE BRING THE FOLLOWING ITEMS WITH YOU AT TIME OF DELIVERY:
 TITLE ON VEHICLE BEING TRADED
 CURRENT REGISTRATION CERTIFICATE
 INSURANCE CARD (NO FAULT)
 CASH DUE ON CAR \$ _____
 CASH DUE OTHER \$ _____
TOTAL DUE \$ _____
SIGNED _____ DATE 09/21/2002

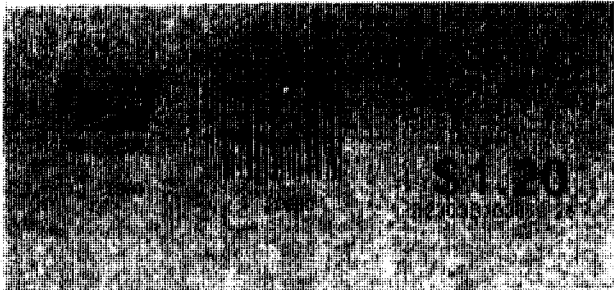
THE INFORMATION YOU SEE ON THE WINDOW FORM, FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.
PLEASE FINANCE AS FOLLOWS:
Name of Co. M&T CREDIT CORP.
Contract 72 At \$ 505.01
Payment 38932.72 At \$ N/A
First Payment Due OCTOBER 26th 10 2002

I have read the terms and conditions on the back hereof and agree to them as a part of this order the same as if they were printed above my signature. The front and back hereof comprise the entire agreement affecting this order and no other agreement or understanding of any nature concerning same has been made or entered into. I hereby acknowledge receipt of a copy of this order, and certify that I am of legal age. THIS ORDER SHALL NOT BE BINDING UPON THE SELLER UNTIL IT IS ACCEPTED BY ITS AUTHORIZED OFFICER AS SHOWN BY HIS SIGNATURE ON THE ORIGINAL ORDER ON THE FORM BELOW.

Purchaser's Signature: And I have received a copy of this order _____
Accepted By: SCRANTON CHEVROLET Dealer Recommended By: _____
By: MANAGER (Name and Title) Date 09/21/2002
S10-150806-004 CASH OR CERTIFIED CHECK

SEE OTHER SIDE FOR ADDITIONAL TERMS AND CONDITIONS

South Windsor, CT



N.H.T.S.A.
1200 New Country Avenue SE
WASHINGTON DC 20070

A.T.M. (Secretary)

A. T. M. FAX

S10-150806-004



**Office of the Secretary of Transportation
Executive Secretariat**

Control number: S10-150806-004	Action office: NHTSA
Document date: 7/27/2015	Due date: 8/13/2015
Author(s): [REDACTED]	
Subject: Requesting Assistance With a Windshield Wiper Safety Defect on His 2002 Chevrolet Trailblazer	
Action: Direct Reply	

Comments:

Date	Action	Action by
8/6/2015	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	LINDA.MILLER
8/6/2015	DIST: A1,C1,S3,I1	LINDA.MILLER
8/6/2015	Updated Folder Information.	LINDA.MILLER
8/6/2015	Replaced incoming to include copy scan of envelope.	LINDA.MILLER
8/6/2015	File Replaced for Incoming.	LINDA.MILLER
8/6/2015	Work Folder Assigned to NHTSA.	zTOOTIE.BATTLE
8/6/2015	Incoming File Uploaded.	zTOOTIE.BATTLE
8/6/2015	Control Number Created.	zTOOTIE.BATTLE

Date	Note	Note by
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