

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



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

04-FEB-2015

Repository

Reference No.  
10681208

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City WELLINGTON State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1GNDDT13S852 [REDACTED] Make CHEVROLET Model TRAILBLAZER Model Year 2005  
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders [REDACTED] Fuel Type: [REDACTED]  
Original Owner  Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]  
Transmission Type  Antilock Brakes  Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 09-JAN-2015

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 115000 ELECTRICAL SYSTEM: FUSES AND CIRCUIT BREAKERS Failure Mileage 115000 Failure Speed [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 2005 CHEVROLET TRAILBLAZER. WHILE DRIVING AT VARIOUS SPEEDS, THE HEADLIGHTS WOULD INTERMITTENTLY OPERATE. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE FUSE BOX NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 115,000.

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 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.

# **FAX**

**DATE: April 15, 2015**

**TO: NHTSA/Office of Defects Investigation**

**FAX #: (202)-366-1767**

**FROM:** [REDACTED]

**FAX #:** [REDACTED]

**PHONE #** [REDACTED]

**Re: Additional Information for ODI Complaint -10681208--**

**COMMENT:**

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**Attached are additional comments for ODI Complaint 10681208**

*pages 10*



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ

April 14,2015

National Highway Traffic Safety Admin.  
Correspondence Research Division  
Office of Defects Investigation Enforcement  
Attention: Randy Reid

Dear Mr. Reid,

On February 4, 2015, I filed a Vehicle Owner's Questionnaire regarding a problem with my 2005 Chevrolet Trailblazer (VIN #1GNDT13S852 [REDACTED]). For informational purposes this vehicles original owner was [REDACTED] (deceased) of Garfield, NJ. [REDACTED] was my nephew, and upon his untimely death from Cystic Fibrosis, his vehicle was past along to me (vehicle is registered in my name) for my daughter's (his Godchild) use.

While away at college, my daughter mentioned that she was experiencing and intermittent problem with the headlights. When she came home we took the vehicle to a local mechanic. Of course the problem was not happening at the time, nor could he get it to happen, so he suggested we change the headlamps, which we did. Months later, the problem returned, only this time more frequently.

On 01/09/2015, we took the vehicle to Roger Dean Chevrolet in West Palm Beach, Florida and explained what had been going on. The service advisor had actually heard of the problem a couple of times before and thought it was the relay. We gave him the ok to make the necessary repair and upon going in to replace the relay he discovered that the problem had gone past the relay and that the whole fuse box (GM Part #15210962) needed to be replaced. They made the repair and it appears the problem is fixed (for now?).

So that was 01/09/2015, not even two weeks after the repair on my Trailblazer, my husband receives in the mail a recall notice (14291) for his 2006 Chevy Trailblazer (VIN #1GNDS13S662 [REDACTED]). We were stunned as he read the letter to me. This was the identical problem that we had just experienced and had repaired in my 2005 Chevy Trailblazer. He was not experiencing a problem at the time with his vehicle and it was part of the recall, however, my 2005 Chevy Trailblazer did have the problem and when I called and gave Chevy the Vin# for my vehicle, they informed me it was NOT part of the recall! WHY?

Now here is my main concern, the recall letter my husband received stated that parts are not currently available, as the permanent service repair is currently under development. It went on to say that if he was currently experiencing the problem to bring the vehicle in and they will install the current HDM service part to correct the problem, HOWEVER, this IS NOT a permanent repair. Once the new part comes in they will send another letter to bring the vehicle back to install the "permanent fix".

So, the current part number (temporary fix) is Headlamp Relay 15016745. If you would take a look at the illustration I found on GMPARTSCENTER.NET, you will see that the fuse box they replaced in my 2005 Chevy Trailblazer (Part #15210962 as per my attached bill from Roger Dean) contains the temporary fix relay (Item #6 part # 15016745) but my car will not get the corrected part when available because my vehicle is NOT PART OF THE RECALL?

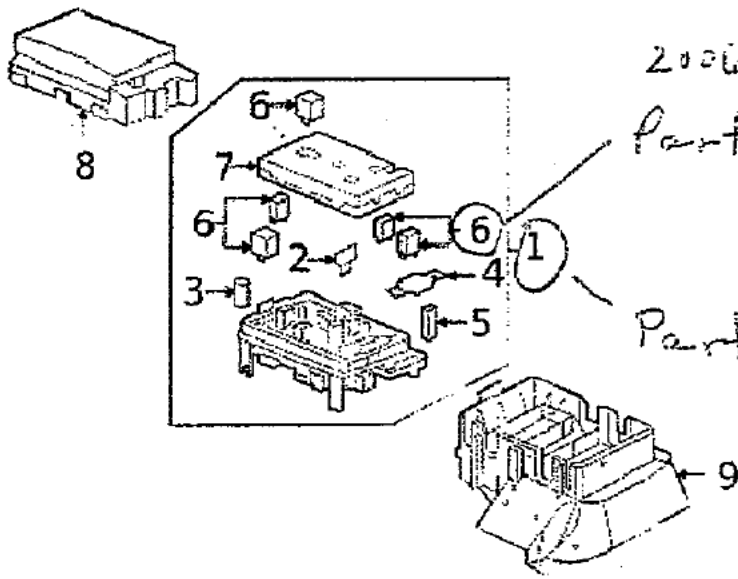
Hence, the reason I filed this questionnaire with you, as I feel this recall needs to be expanded to cover 2005 Chevy Trailblazers, since that relay inside the fuse box obviously caused the problem and will probably fail again in my vehicle, causing me not only another additional expense to have the corrected part put in (and hopefully not another fuse box @ \$497.04), but more importantly a grave danger to my daughter's safety, as she does a lot of night driving.

I respectfully urge you to look into this potentially dangerous situation and hopefully extend the recall to cover our 2005 Chevrolet Trailblazer.

Sincerely,

[Redacted signature block]

Wellington, Florida [Redacted]  
2005 Chevrolet Trailblazer  
(VIN # 1GNDDT13S852 [Redacted])



2006 Chevy Trailblazer  
 safety recall 14291  
 Part being replaced  
 in your vehicle  
 (15016745)  
 Part replaced in  
 [REDACTED] vehicle  
 (15210962)

1/34/15



2235 Okeechobee Blvd.

WEST PALM BEACH, FL 33409

Goodwrench Service Plus

Phone (561) 683-8100 Svc. Direct (561) 640-1835

REGISTRATION NO. MV-03587

Rob. Chevrolet

CASE#

NHTSA Safety Complaint # 10481208

CUSTOMER NO.	JEFFREY BAILES	68	TAG N	01/09/15
LABOR RATE	112.00	LICENSE NO.	MILEAGE	115,611
YEAR MAKE MODEL	057 CHEVROLET TRUCK/TRAILBLAZER/4DR 4			COLOR
WELLINGTON, FL	DELIVERY DATE	DELIVERY MILES		
VEHICLE NO. T13S852	SELLING DEALER NO.	PRODUCTION DATE		
F.T.E. NO.	P.O. NO.	R. DATE 01/07/15		
COMMENTS	MO: 115611			

JOB# 1 CHARGES

LABOR # 1 23CVZ01 EXTERIOR LIGHTING UNITS: 2.30 TECH(S):1051 257.60  
 C/S WHILE DRIVING LOW BEAM HEAD LIGHTS WILL GO OFF HIT A BUMP THEY COME ON RUNNING LIGHTS WILL STAY ON D/S BRIGHTER REPLACED UNDER FUSE BLOCK IS COMPLETE.

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1	15210962	BLOCK 2.483	497.04
TOTAL - PARTS			497.04

JOB# 1 TOTALS

LABOR	257.60
PARTS	497.04
JOB# 1 TOTAL	754.64

JOB# 2 CHARGES

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate.

LABOR # 2 35CVZ QC/MULTI-POINT CHECK UNITS: 0.00 TECH(S):1051 0.00  
 PERFORM BN MULTI-POINT VEHICLE INSPECTION AND PERFORM A QUALITY CONTROL INSPECTION QUALITY CONTROL CHECK COMPLETED SEE SERVICE CONSULTANT FOR MULTI-POINT INSPECTION RESULTS

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

ROGER DEAN CHEVROLET  
 2235 OKEECHOBEE BLVD  
 WEST PALM BEACH FL 33409  
 561-683-8100  
 407-655-1805

Merchant ID: 4685511005

Sale

Entry Method: [redacted]

Total: \$ 66.00

01/09/15 16:51:52

Inv#: 000032 Assr Code: 055143

Approved: Online Batch#: 000747

LABOR # 3+01CVZZLOF LUBE, OIL AND FILTER UNITS: TECH(S):1051 12.50  
 CUSTOMER REQUEST TO CHANGE OIL AND FILTER 2011 AND UP MODELS REQUIRE DEXOS 1 SPEC. OIL MAINTENANCE REPLACE ENGINE OIL, FILTER, TOP OFF ALL FLUID LEVELS, LUBE CHASSIS IF APPLICABLE. RESET OIL LIFE INDICATOR

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1	19210285	FILTER 1.836	5.35
7	12345616	OIL 8.800	17.15
TOTAL - PARTS			22.50

JOB# 3 TOTALS

LABOR	12.50
PARTS	22.50
JOB# 3 JOURNAL PREFIX CTSS JOB# 3 TOTAL	35.00

MISC JOB # A 01 DISPOSAL FEE, SHOP SUPPLIES 25.00

TOTAL - MISC 25.00

Customer Copy  
 THANK YOU!  
 LOVE AGAIN!

Revised and Revised Copyright © 2001 GM Corp.

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2235 Okeechobee Blvd.  
WEST PALM BEACH, FL 33409  
Phone (561) 683-8100 Svc. Direct (561) 640-1835  
REGISTRATION NO. MV-03587



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	SALES REP. JEFFREY BAILES	68	TAG NO. [REDACTED]	INVOICE DATE 01/09/15	[REDACTED]
[REDACTED]	LABOR RATE 112.00	LICENSE NO.	MILEAGE 115,611	ACOLOR	STOCK NO.
WELLINGTON, FL [REDACTED]	YEAR MAKE MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 4			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE NO. 1GNDT13S852			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.		R. DATE 01/07/15	
[REDACTED]	COMMENTS				MO: 115611

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$870.00 (+TAX)

COMMENTS  
CUSTOMER PAYS \$863.52  
902 01/09/2014

TOTALS

YOU MAY BE RECEIVING A SURVEY FROM CHEVROLET  
THIS SURVEY IS OUR "REPORT CARD"  
IF FOR ANY REASON YOU CANNOT ANSWER ALL QUESTIONS  
"COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE  
MANAGER ROB HUNT AT 561-683-8100 EXT 3217  
\*\*\*\*\*WE GREATLY APPRECIATE YOUR BUSINESS\*\*\*\*\*

TOTAL LABOR	270.10
TOTAL PARTS	519.54
TOTAL SUBLET	0.00
TOTAL G.D.G.	0.00
TOTAL MISC CHG.	25.00
TOTAL MISC DISC	0.00
TOTAL TAX	48.88

TOTAL INVOICE \$ 863.52

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME WARRANTY. YOU MUST RETAIN THIS ORIGINAL INVOICE.

WE ACCEPT THE FOLLOWING METHODS OF PAYMENT:  
CASH ( ) CHECK ( ) VISA ( ) MASTERCARD ( ) AMEX ( )  
DISCOVER ( ) CARTE ( )

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate.

CUSTOMER SIGNATURE

Hyundai and Hyundai Company Representative (08/200)

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

# IMPORTANT SAFETY RECALL

14291 1GNDS13S662 [REDACTED] 13 0015017

14291 1GNDS13S662 [REDACTED] 13 0015017

WELLINGTON, FL [REDACTED]



*Block .2483*  
*15210962*  
*\$497.04*  
*HEADLAMP RELAY*  
*15016745*  
*\$55.22*

January 2015

This notice applies to your vehicle, VIN: 1GNDS13S662 [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2008 model year Chevrolet Trailblazer vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall 14291.
- If your vehicle has a condition indicating the headlamp driver module (HDM) is not functioning properly, schedule an appointment with your Chevrolet dealer. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

**What will we do?**

**PARTS ARE NOT CURRENTLY AVAILABLE.** The permanent service repair is currently under development. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. You can also check the status of this recall at [www.recalls.gm.com](http://www.recalls.gm.com).



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**What should you do?**

If your vehicle has a condition indicating the HDM module is not functioning properly, schedule an appointment with your Chevrolet dealer to perform the repair. Do not operate your vehicle at night without functioning low-beam headlamps. If your vehicle suddenly loses low-beam headlamps while you are operating the vehicle at night, turn on the vehicle's high-beam headlamps as necessary to safely drive the vehicle to the nearest location at which you can safely park and exit the vehicle, then arrange for the vehicle to either be towed to a Chevrolet dealership or driven to a Chevrolet dealership during daytime hours. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.

**Did you already pay for this repair?**

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs once the revised service part is available. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement 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 reimbursement 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 January 31, 2016, unless state law specifies a longer reimbursement period.

**Do you have questions?**

If you have 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).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V-755.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall #14291



0015017/KSMR2V150145011  
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