

National Highway  
Traffic Safety  
Administration

(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

28-FEB-2023

APR 06 2023

Reference No.  
11509522

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City Newark State [REDACTED] ZIP Code [REDACTED]  
Coatesville

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  
3GNKBGR57K [REDACTED] MAKE CHEVROLET Model BLAZER Model Year 2019  
Date Purchased Oct. 2019 Dealer's Name and Telephone Number Williams Chevrolet Engine: No: Cylinders 6 Fuel Type: Gasoline  
Original Owner [checked] Dealer's City Elkton STATE MD ZIP Code 21921  
Transmission Type [checked] Antilock Brakes [checked] Cruise Control Powertrain Multiple Failure: Incident Date(s) 14-JAN-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN Failure Mileage 93000.0 Failure Speed 35 mph

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: DOTM1AL 9ABC036)  Original Requirement  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), injury(ies).)

Crash  Yes  No  Fire  Yes  No  Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2019 Chevrolet Blazer. The contact stated while driving at an undisclosed speed, the vehicle lost motive power. The contact stated that the accelerator pedal was depressed, and the engine remained idling; however, the vehicle failed to respond as needed. The contact was able to navigate the vehicle off the roadway. The check engine warning light then illuminated. The vehicle was towed to the dealer where it was diagnosed that the connecting transmission coolant hose had disconnected due to a missing clip, and that the transmission needed to be replaced. The vehicle was repaired. The manufacturer was not notified of the failure. The failure mileage was approximately 93,000.

The failure of the transmission coolant hose could have had catastrophic results if I had been driving at interstate highway speeds. With no motive power it could have been difficult to maneuver the car to the side of the road safely

CUSTOMER #: [REDACTED]

PAGE 1

PARTS: 410-398-4502  
TOLL FREE: 800-826-0580  
FAX: 410-398-9222  
www.williamschev.com

NEWARK, DE  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 800 KATHY HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SUMMIT-WHT	19	CHEVROLET BLAZER	3GNKGBRS7KS [REDACTED]	[REDACTED]	94242/94242	T5132	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30OCT19 DD			17:00 31JAN23			CC	31JAN23
R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR:			
07:53 16JAN23	16:20 31JAN23	ENG:3.6_Liter_DOHC	[REDACTED]	[REDACTED]			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A TOWED TO SHOP BY THE OWNER...CAR STOPPED AND HAS FLUID LEAK							
0523010 AUTOMATIC TRANSMISSION REPLACEMENT							
	6010		CT			2536.08	2536.08
	10	88862155	FLUID		5.25	5.25	52.50
	1	19419975	F-REMANUFACTURED TRANSAXLE		3250.00	3250.00	3250.00
	1	22997477	GASKET		3.90	3.90	3.90
	4	11517996	(S)NUT		6.26	6.26	25.04
	1	23161602	GASKET		21.12	21.12	21.12
	2	11546365	(S)NUT		3.79	3.79	7.58
	1	84135650	GASKET		22.65	22.65	22.65
	4	11546366	(S)NUT		3.89	3.89	15.56
	10	88862155	FLUID		5.25	5.25	52.50
	4WA	4	WHEEL ALIGNMENT			129.95	129.95
	6010		CT				
PARTS:	3450.85	LABOR:	2666.03	OTHER:	0.00	TOTAL LINE A:	6116.88

PAID  
VISA [REDACTED]

94242 Transmission cooler line is disconnected from the transmission cooler and the retaining clip is missing. Install a new retaining clip and connect the transmission cooler line to the transmission cooler and top off the transmission fluid. The transmission is shifting harsh a slips. Replace the transmission and perform an alignment.

\*\*\*\*\*

B ELECTRONIC MULTI-POINT VEHICLE INSPECTION							
EMPI ELECTRONIC MULTI-POINT VEHICLE INSPECTION							
	6010		CT			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

\*\*\*\*\*

C PERFORM COMPLIMENTARY RECALL CHECK ON GM VEHICLES AT THIS TIME THERE ARE NO OPEN RECALLS ON THIS VEHICLE							
RECALL0 PERFORM COMPLIMENTARY RECALL CHECK ON GM VEHICLES AT THIS TIME THERE ARE NO OPEN RECALLS ON THIS VEHICLE							
	6010		CT			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

<p><small>Maryland House Bill 1057</small> THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.</p> <p><small>Manufacturer Special Policy Adjustment Programs</small> Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.</p> <p><small>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</small></p>	<p><b>STATEMENT OF DISCLAIMER</b> The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr><td>LABOR AMOUNT</td><td></td></tr> <tr><td>PARTS AMOUNT</td><td></td></tr> <tr><td>GAS, OIL, LUBE</td><td></td></tr> <tr><td>SUBLET AMOUNT</td><td></td></tr> <tr><td>MISC. CHARGES</td><td></td></tr> <tr><td>TOTAL CHARGES</td><td></td></tr> <tr><td>LESS INSURANCE</td><td></td></tr> <tr><td>SALES TAX</td><td></td></tr> <tr><td>PLEASE PAY THIS AMOUNT</td><td></td></tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT		PARTS AMOUNT		GAS, OIL, LUBE		SUBLET AMOUNT		MISC. CHARGES		TOTAL CHARGES		LESS INSURANCE		SALES TAX		PLEASE PAY THIS AMOUNT	
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SALES TAX																						
PLEASE PAY THIS AMOUNT																						
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE																					

CUSTOMER COPY



CUSTOMER #: [REDACTED]

INVOICE

#2 AUTOMOTIVE BLVD. · ELKTON, MD 21921

MAIN: 410-398-4500  
 SERVICE: 410-398-4501  
 PARTS: 410-398-4502  
 TOLL FREE: 800-826-0580  
 FAX: 410-398-9222  
 www.williamschev.com

NEWARK, DE

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]  
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 800 KATHY HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SUMMIT-WHI	19	CHEVROLET BLAZER	3GNKBGRS7KS [REDACTED]	[REDACTED]	94242/94242	T5132	
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07:53 16JAN23	16:20 31JAN23	ENG:3.6_Liter_DOHC	[REDACTED]	[REDACTED]			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D** LUBE, OIL AND FITLER-CK. BELTS AND HOSES...RESET THE CHANGE OIL LIGHT							
10 LUBE, OIL AND FITLER-CK. BELTS AND HOSES...RESET THE CHANGE OIL LIGHT							
6010 CT					29.40		29.40
1 12693541 (S) FILTER					20.10	15.08	15.08
6 19420077 5W30 ACDELCO GEN2					8.18	8.18	49.08
PARTS: 64.16 LABOR: 29.40 OTHER: 0.00							
94242 Change the engine oil and filter.							
*****							

E\*\* ROTATE TIRES

12 ROTATE TIRES							
6010 CT					0.00		0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00							
94242 Rotate tires.							
*****							

ON YOUR REPAIR ORDER YOU MAY NOTICE A SMALL FEE NOTED AS "MISC. CHARGES". THIS IS TO HELP US RECOUPE THE RISING COST OF HAZARDOUS WASTE REMOVAL SUCH AS OIL, COOLANT, CHEMICAL CLEANERS..ETC..THANK YOU FOR HELPING MAINTAIN OUR ENVIROMENT.

Maryland House Bill 1057  
 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Manufacturer Special Policy Adjustment Programs  
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STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	2695.43
PARTS AMOUNT	3515.01
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	6210.44
LESS INSURANCE	0.00
SALES TAX	210.90
PLEASE PAY THIS AMOUNT	6421.34

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

1/31/23 2:51 PM

3GNKBGRS7KS

Williams Chevrolet  
 2 Automotive Blvd  
 Elkton, Md 21921  
 410-398-4500

Chevrolet : Blazer : 4X4 : 2019  
 ExpressAlign Total Alignment

Front : Left

Actual	Before	Specified Range
-0.6°	-0.6°	-1.6° 0.4°
5.3°	5.3°	3.3° 6.3°
0.10°	-0.01°*	0.00° 0.20°
14.2°	14.2°	
13.6°	13.6°	

Front : Right

Actual	Before	Specified Range
-1.0°	-1.0°	-1.6° 0.4°
4.9°	4.9°	3.3° 6.3°
0.10°	0.15°	0.00° 0.20°
14.7°	14.8°	
13.7°	13.7°	

Camber  
 Caster  
 Toe  
 SAI  
 Included Angle  
 Turning Angle Diff.

Front

Cross Camber  
 Cross Caster  
 Cross SAI  
 Total Toe  
 Cross Turn Diff.

Actual	Before	Specified Range
0.4°	0.5°	-1.5° 1.5°
0.4°	0.4°	-1.5° 1.5°
-0.5°	-0.6°	
0.20°	0.14°	0.00° 0.40°

Rear : Left

Actual	Before	Specified Range
-1.0°	-1.0°	-1.6° 0.4°
0.09°	0.11°	0.00° 0.20°

Rear : Right

Actual	Before	Specified Range
-1.1°	-1.1°	-1.6° 0.4°
0.16°	0.16°	0.00° 0.20°

Camber  
 Toe

Rear

Cross Camber  
 Total Toe  
 Thrust Angle

Actual	Before	Specified Range
0.0°	0.1°	-1.0° 1.0°
0.25°	0.27°	0.00° 0.40°
-0.04°	-0.02°	-0.20° 0.20°

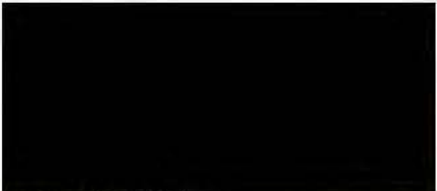
\* This value is not within specification. Tire wear, handling and safety problems may result.

WILMINGTON DE 197

20 MAR 2023 PM 1 T



ZIP 19702  
011D12810288



Newark, DE

NHTSA  
1200 New Jersey Ave, SE  
Washington, DC 20590

NEF

*Safeguarding Communications Since 1958*

