



People Saving People

1 888 DASH-2-DO1

Vehicle Owner's Questionnaire

Office of Defects Investigation

[Click here to fill out the form using SSL \(your information will be encrypted\)](#)

Form Approved: O.M.B. No. 2127-0008

Please provide your name, address, and phone number, as well as specific details about your vehicle and the problems you encountered with it. We would like to have a telephone number where you can be reached or where we can leave a message. This is necessary to obtain more detailed information when required for our investigative efforts. You may want to have your owner's manual handy as you proceed through the several screens of the questionnaire. Required information is marked with *.

Owner Information

* First Name: [REDACTED]

MI: [REDACTED]

550636

* Last Name: [REDACTED]

Organization: [REDACTED]

* Address 1: [REDACTED]

Address 2: [REDACTED]

* City: [REDACTED]

* State: [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Ext: [REDACTED]

Fax Number: [REDACTED]

Email Address: [REDACTED]

The Privacy Act prevents release of owner information without prior authorization.

Do you wish to request a mailed signature form, which will authorize NHTSA to provide a copy of the owner information along with the vehicle information contained in this report to the manufacturer of your vehicle?

Yes ☒

Vehicle Information

17 digit Vehicle Identification Number (VIN): 1GNDT13W5R248474
(Located under windshield on driver's side dashboard)

RECEIVED
OFFICE
DEFECTS INVESTIGATION

FEB - 1 PM 11:52



People Saving People

1-888-DASH-2-DOT

Vehicle Owner's Questionnaire

Office of Defects Investigation

You may want to refer to your owner's manual while completing this section. Required information is marked with *.

Vehicle Information

* Vehicle Make:

For example: Ford, or Honda

Chevrolet

* Vehicle Model:

For example: Taurus, or Accord

S10 Blazer

* Vehicle Year: 94 (year)

Current Mileage Reading: 15772

Purchase Date: Jan 1 93 (year)

Dec

☒ New ☐ Used

Engine Size(CID/CC/L): 4.3 L

No. Cylinders: 6

☒ Fuel Injection☐ Turbo☐ Diesel☒ Gas

Antilock Brakes

☒ Yes☐ No

Cruise Control

☒ Yes☐ No

Restraint System

☐ Driverside Airbag☐ Passengerside Airbag☐ Side Airbag - Driver☐ Side Airbag - Passenger☒ 3-Point Belt☐ Motor Belt☐ 2-point Belt

Drivetrain

☒ Front☐ Rear☒ 4 Wheel

Body Style

☐ Station☐ Hatch Back

Wagon

☒ 4-Door☐ Van☐ 2-Door☐ Mini Van☐ Pickup Truck☐ Other

Dealer Information

Name: Robert Chevrolet
Address: Broadway Rd
City: Hicksville State: NY Zip: 11801
Phone:

[Help](#)



[Send mail to the Web Master](#)



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In this section, please provide details about the safety defect. Select the closest description of the problem component from the Major Assembly list. If you select "None", any other information you enter in this section of the questionnaire will be discarded.

Failed Component/Part Information

Major Assembly: Anti lock brakes ☒

Assembly

Description: *(If you select "Other Equipment" as the Major Assembly, please provide a description)*

Location:

☐ Left ☐ Right ☒ NA
☐ Front ☐ Rear ☒ NA

Failed Part:

☒ Original
☐ Replacement

Number of Failures:

2Date of Failure: 1/10/00 (mm/dd/yyyy)Mileage at Failure: 15772Vehicle Speed at Failure: 5-10 miles per hour

Manufacturer Contacted?

☒ Yes

NHTSA Previously Contacted?

☒ Yes☐ No

Applicable Incident Information

Crash: ☐ Yes☒ NoFire: ☐ Yes☒ No

Airbag Deployed?

Driver side: Front

☐ Yes☒ No☒ N/A

Side

☐ Yes☐ No☒ N/A

Passenger side: Front

☐ Yes☐ No☒ N/A

Side

☐ Yes☐ No☒ N/A

Number of Persons Injured: Number of Fatalities: Estimated Property Damage: \$
(Rounded to nearest dollar)Reported to police? ☐ Yes
☒ No

You may report problems with as many as 6 component parts of a single vehicle in a single questionnaire. Click **Report Another Component** to provide details about another problem component on the same vehicle. When you have finished reporting all the problem components, click **Proceed to Next Section**.

[Report Another Component](#)[Proceed to Next Section](#)[Help](#)[Send mail to the Web Master](#)



People Saving People

1-888-DASH-2-DOT

Vehicle Owner's Questionnaire

Office of Defects Investigation

Please provide a detailed description of each problem/incident for the Office of Defects Investigation. You can type up to 2000 characters of comment though the window won't show more than 70 characters at a time.

Description/Additional Comments

Questionnaire Completed - Proceed to Confirm Information

Send mail to the Web Master

The 15+ accident was involved in a crash and est property damage was 500-1000 on vehicle hit and 500 to truck itself. accident occurred election day 1999 involved previous owner of truck.

January 14, 2000

Chevrolet Customer Relations
Attn: Vice President of Sales and Customer Relations
P.O. Box 33170
Detroit, MI 48232-5170

Re: Chevrolet S10 Blazer
VIN# 1GNDT13W5R2148474
GM File # 000019763

Dear Chevrolet Customer Service Relations:

I am writing this letter in follow up to my conversation with your customer service representative, Darcy Horlocker, several days ago. I contacted her to inquire as to what was being done about the anti-lock brake problem with the S10 Blazer.

The reason for my concern is that the truck in question was originally owned by my brother, Richard Diaz, who sold it to my family in December of 1999. About two months before he sold us the truck he was involved in an accident. It was raining and he was in the left turn lane and stopped. The car in front of him proceeded to go and suddenly stopped. My brother was traveling at a very slow rate of speed and hit the brakes. He said that the truck began to stop and then he went into a skid. As the anti-lock brakes engaged he said "it felt like I took my foot off the brakes, the truck would not stop". He further stated that he had plenty of time to stop and he was standing on the brake pedal trying to get the vehicle to stop. The result was that he rear ended the car in front of him which caused front grill damage to the truck and damage to the car in front of him. He feels very strongly that the brakes was the root cause of the accident.

We did some research and discovered that there are indeed complaints of problems with your anti-lock brakes, from an article we read dated July of 1999 written by the associated press. The article stated that "GM agreed to recall some 3.5 million vehicles with problems caused by the anti-lock brakes". We went ahead and purchased the truck from my brother with the notion that this problem was being recalled and would be fixed.

My husband has been driving the truck for about two weeks or so now and recently had a very frightening experience with my two year old daughter in the vehicle with him!! He was going in reverse down a driveway, which was on an incline and it was raining outside. As he accelerated slowly down the driveway the truck began to skid. He stated that he "put my foot on the brake pedal and began to slow down the truck and as the truck went into a skid, the anti-lock brakes engaged and all of a sudden it felt like the truck was accelerating". He said he took his foot off the brake and tried again to brake and stop the vehicle. He said that he was standing on the brake pedal and the truck just kept moving forward. He said that he felt like he was fighting the gas and the brake pedal at the same time. I would like to make it clear that in no way did he put his foot on the accelerator at any time.

As the truck was sliding down the driveway a car was coming up the street toward them. (The street is a double yellow lined street in the neighborhood). My husband was very upset that he was going to possibly hit this vehicle with my two year old daughter inside the truck. Since he was unable to stop the vehicle, he had no choice but to steer into the shrubbery which damaged not only the hemlock, but the surrounding bushes, as well as part of the lawn. The truck was scratched all along the right side.

I feel as though this incident was directly related to the incident that my brother had. Both were on inclines, both were traveling at a slow rate of speed, both incidents were in the rain and both of them described the feeling that the brake pedal was not responding to them at all. I am very concerned for the safety of my family. We purchased this vehicle for the safe feeling of a large truck. We have had this truck less than a month and have already had a very disturbing incident and I do not feel that it is a safe vehicle for my children. My husband has no choice but to drive the vehicle as it is his only means of transportation. We have paid a lot of money for this vehicle and I do not care to crash it up due to a problem which is out of our control, not to mention the fact that we both have excellent driving records which we do not want to tarnish.

I called your Customer Service Department, as mentioned at the beginning of this letter and a file was opened in my name (00019763). I would like this letter to be entered into this file for future reference. Ms. Horlocker advised me to take the vehicle into my local dealer and tell them to reference the special policy number #99046. We contacted the dealer in Smithtown, New York and spoke to a Mr. Victor Dileonardo, in the Service Department of Williams Chevrolet. He was very rude to my husband and told him that he did not care what GM had told us and that he would in no way take our vehicle in for any kind of repair.

We then called our local dealer in Centereach, New York, and spoke to Keane in the Service Department of Huestadt Chevrolet. When I mentioned the fact that the vehicle was involved in two accidents he immediately stated that he did not want us to bring the truck to him. He said he did not want to be involved in any "lawsuits". I could not understand what would make him think that we would sue him, but I guess this problem is greater than I realized. In any case he finally agreed to take the truck in and reprogram the computer on the anti-lock system. We dropped the truck off and were contacted that afternoon and told that they could not do anything to fix our truck, because they were not able to reprogram the computer. I asked myself, Why were we inconvenienced into dropping off the truck if they knew that this year's computer was not able to be reprogrammed?

The service representative instructed us to call him back in a couple of weeks to find out what has been done to fix the problem. He stated that the technical engineers of GM are currently working on a new chip and will be replacing the part in our vehicle when the part is finished. I am not sure what to believe at this point. All I know is that I have not gotten very much cooperation from your company with regard to my problem and I feel that everyone that I speak to is almost afraid to get involved. I would like to hear from your company with regard to my problem and what is in fact being done about the situation.

I also would like to state that I have been in contact with the National Highway Transportation Safety Administration and they too had advised me that there were recalls implemented on this vehicle. They gave me the numbers for two recalls ID 99I006 and 99V193. They stated that the first recall will result in the GM dealer performing a modification to the algorithm on the ABS computer of the truck and the second recall will result in a new 4wd switch being installed on the truck. I mentioned both recall numbers to the Centereach dealer and he said there was no such recalls that he was aware of. I am copying this letter to the NHTSA so that they can see that the information they are giving out is not being recognized by the Chevrolet dealers.

We purchased this vehicle for our daily use and we have no choice but to drive it. However, this vehicle has already been involved in two separate incidents within a 4 month period. I would like to point out that this truck is a 1994 S10 Blazer with 15772 miles on it. The vehicle was a secondary vehicle when owned by Mr. Richard Diaz and was rarely used in inclement weather. Since we are now driving the truck on a regular basis I fear this problem can happen again.

I would like to close this letter at this time with a request for information on what will be done to safeguard my family with regard to this problem and I also would like to ask the question "how can your company have a clear conscience in keeping these trucks on the road knowing the safety hazard they pose?". Are you waiting for someone to be seriously injured or killed before you take a stronger stance regarding this problem? The information that I have found regarding this issue shows that there has been an ongoing investigation for over 5 years with relation to this "defect" and still the problem has not been resolved. I feel that everyday that goes by is another day that another incident can happen which could hurt someone and I feel that this problem should be addressed and fixed as quickly as possible to keep all people involved safe.

Thank you for your time and I will await your reply.

Regards,



cc - Mr. Richard Boyd - NHTSA - spoke via email
GMC - spoke with Mr. Matthew Tate (Opened file # 000037083, 1/19/00)

OWNER
(52590

SERVICE INVOICE



1815 Middle Country Road
Centereach, New York 11720
(516) 585-2700

N.Y.S. REPAIR SHOP NO. R 152 0018

RE [REDACTED] CAR:

PRELIMINARY Copy # 1 PAGE 1

YEAR MAKE	MODEL NAME	VEHICLE IDENTIFICATION NUMBER	LICENSE NO.	MILEAGE	DATE TIME RECEIVED	JOB NO.	R.O. NO.
94 Chevrolet	S10/BLAZER	1GNDT13W5R2148474	V553VM	15772	01-13-00 07:24	72	73083

BODY TYPE	MODEL NO.	COLOR	STOCK NO.	PROD. DATE	IN SVC. DATE	DELIVERY DATE	MILES	READY DATE TIME
4DR		BLACK			12-27-93	12-27-93	5	01-13-00 141

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

SOLD BY	SELLER CONTROL NO.	PAYMENT METHOD	CUSTOMER P.O. NO.	PROMOTION NO.	SERVICE ADVISOR	CROSS REFERENCE
	52590				STEPHEN	
VEHICLE TYPE	ACCESS CODE	AUTHORIZED BY	LABOR RATE	SAVE PARTS	APPOINTMENT	CALL WHEN READY
ST	XXXXX		78.00			

WARRANTIES	DATE TIME CUSTOMER NOTIFIED
Not Entered	

Bill:	BUS:	OIL/CHG?	CONTACT:
OPER:	RES:		AT:
			PREPARED BY: STEPHEN

QTY	DESCRIPTION	UNIT	UNIT LIST	UNIT NET	AMOUNT
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(A) Request: CUSTOMER STATES: PERFORM SPECIAL POLICY REPAIR # 99 0-46

Cause:

LABOR: NO REPAIR DONE

TOM E

W-MN

N/C

2.0 # 53

3220181 TOTAL N/C

LABOR TOTAL.... .00

PARTS TOTAL.... .00

MILEAGE OUT: 15772

Please Pay This Amount..... .00

Customer Signature _____ Date _____

SERVICE DEPT.
HOURS

7:30 AM TO 6:00 PM
MONDAY THRU
FRIDAY

OPEN SATURDAY
8:00 AM TO 4:00 PM

BODY SHOP ON
PREMISES
GENUINE GM PARTS

WE AT
HUSTEDT
CHEVROLET
THANK YOU
FOR YOUR
PATRONAGE

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 229

Date Received

01-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

550636

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 1GNDT13W5R2148474	Vehicle Make CHEVROLET TRU	Vehicle Model BLAZER	Vehicle Year 1994	Current Odometer Reading
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Purchase Date 01-DEC-1993	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE ACCIDENT ON TWO SEPARATE OCCASIONS DUE TO ABS BRAKE FAILURE, BOTH INSTANCES OCCURED IN THE RAIN. *MJS L

CONTINUED ON BACK (REVERSE)

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.