

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 150

Date Received

04-FEB-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

856254

 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.)<br><small>(Listed at front of windshield or driver's side)</small> | Vehicle Make  | Vehicle Model | Vehicle Year | Current Odometer Reading |
|  | CHEVROLET TRU | BLAZER        | 1996         |                          |

|   |                                       |                              |  |
|---|---------------------------------------|------------------------------|--|
| Purchase Date   | Dealer's Name _____                   | Engine Size (CID/CC/L) _____ | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____          |  |

|  |  |   |  |   |   |   |
|--|--|---|--|---|---|---|
| Transmission Type  | Antilock Brakes  | Restraint System  | Cruise Control   | Drive Train   | Vehicle Type  | Body Style  |
| <input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | <input type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> Passengerside Airbag<br><input type="checkbox"/> Motorbell<br><input type="checkbox"/> 2-Point Belt | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | <input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | <input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Sport Ult<br><input type="checkbox"/> Truck<br><input type="checkbox"/> Motorcycle | <input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |

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

|                                   |   |   |   |
|-----------------------------------|---|---|---|
| Component<br>07300000<br>03250000 | Part Name(s)<br>POWER TRAIN:TRANSMISSION:AUTOMATIC<br>BRAKES:HYDRAULIC:ANTI-SKID SYSTEM | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Frnt <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
|-----------------------------------|---|---|---|

|                 |   |   |   |
|-----------------|---|---|---|
| No. of Failures | Date(s) of Failure(s) _____<br>Mileage at Failure(s) 33000<br>Vehicle Speed at Failure(s) _____ | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|---------------------------|----------------------|---------------------------|---|

## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ERRATIC PERFORMANCE OF ABS HAS CAUSED CONSUMER TO DOWNSHIFT IN ORDER TO STOP VEHICLE WHICH IN TIME, HAS EFFECTED TRANSMISSION. TRANSMISSION NOW NEEDS TO BE REPLACED. PART IS ON BACKORDER FOR AT LEAST 6 WEEKS. \*AK

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.



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

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**Vehicle Owner's Questionnaire (VOQ)**

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1-888-327-4236  
www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY 160**

Date Received: MAR 29 AM 10:03  
OFFICE: 04 FEB 2000  
DEFECTS INVESTIGATION

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_tr \_\_\_\_\_

**OWNER INFORMATION (Type or Print)**

[Redacted Name and Address]

588540

Reference No.

856254

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report by the manufacturer of your vehicle?  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

YES  NO

Date: 2/14/2000

Signature of Owner

**VEHICLE INFORMATION**

|  |   |   |  |  |  |  |
|--|---|---|--|--|--|--|
| Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)<br><b>1GNC178W9TK190371</b>          | Vehicle Make<br><b>CHEVROLET TRU</b>  | Vehicle Model<br><b>BLAZER</b>  | Vehicle Year<br><b>1995</b>  | Current Odometer Reading<br><b>32,453</b>  |  |  |
| Purchase Date<br><b>April 1996</b>   | Dealer's Name <b>Multi Chevrolet</b>  |   | Engine Size (CID/CC/L)<br><b>4.3L</b>  | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input checked="" type="checkbox"/> Gas<br><input checked="" type="checkbox"/> Fuel Injection |  |  |
| <input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used                                 | City <b>Union</b> State <b>NJ</b> Zip Code <b>07060</b>                                   | No Cylinders <b>6</b>   |  |  |  |  |
| Transmission Type<br><input checked="" type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic | Antilock Brakes<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Motorbelt<br><input checked="" type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> 2-Point Belt<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input checked="" type="checkbox"/> 4-Wheel                                      | Vehicle Type<br><input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other<br><input checked="" type="checkbox"/> Sport Utk<br><input type="checkbox"/> Truck<br><input type="checkbox"/> Motorcycle | Body Style<br><input checked="" type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other |

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

|   |  |  |  |
|---|--|--|--|
| Component<br><b>07300000<br/>03260000</b> | Part Name(s)<br><b>POWER TRAIN: TRANSMISSION: MANUAL<br/>BRAKES: HYDRAULIC: ANTI-SKID SYSTEM</b> | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input checked="" type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failures<br><b>1</b>                | Date(s) of Failure(s)<br><b>Dec 19, 1999</b>   | Mileage at Failure(s)<br><b>32,397</b>   | Vehicle Speed at Failure(s)<br><b>35 mph</b>   |
|   |  | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br><b>0</b> | Number of Fatalities<br><b>0</b> | Estimated Property Damage<br><b>0</b> | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|---------------------------------------|----------------------------------|---------------------------------------|---|

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**ERRATIC PERFORMANCE OF ABS HAS CAUSED CONSUMER TO DOWNSHIFT IN ORDER TO STOP VEHICLE WHICH IN TIME, HAS EFFECTED TRANSMISSION. TRANSMISSION NOW NEEDS TO BE REPLACED. PART IS ON BACKORDER FOR AT LEAST 6 WEEKS. \*AK**

CONTINUE ON BACK IF NEEDED

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Saturday, March 18, 2000

U.S. DOT - NHTSA.

On December 21, 1999 I took my 1996 Chevy Blazer (5-speed manual with 32,400-miles, VIN# 1GNCT18W9TK198399) to a 5-Star Chevrolet dealership:

Global Auto Mall  
1099 US Hwy 22  
North Plainfield, NJ 07060  
Phone: (908) 757-4000

for a blown transmission. I overwhelmingly convinced Mr. James Tester (Global's Chevrolet Service Manager) that the transmission failed due to GM's lack of honoring the Anti-Lock Brake recall on my vehicle. Every time I traversed an uneven road surface and needed to brake my ABS failed in that it totally released all the brakes and I would routinely press the brake pedal all the way to the floor with no response. My only recourse in this situation is to downshift suddenly using the engine's compression to slow the vehicle. This is a well-known complaint of these cars (cross ref: <http://www.katv.com/investigators/brakes.htm>) that were manufactured in the early 1990's, which utilized the Kelsey Hayes ABS, and drew a Class Action lawsuit that was lost by General Motors. Fortunately, unlike many other drivers, I never had an accident in this panic situation. Even after GM admitted guilt in the class action lawsuit I was told on three occasions that my vehicle was not affected by this recall even though I evidenced the identical symptoms time and again. I registered a complaint with Chevy Customer Service every time I had this failure until they finally mailed out my vehicle's recall. The ironic thing is that I received the recall notification on the day before the transmission failed when I went into one of my regular accident avoidance downshifting routines.

Since the vehicle was 9 months out of warranty time-wise, yet 3,000 miles under warranty GM agreed to pay one-half the cost of repair. The estimate was \$1,300 so the amicable split would be \$650 from me and \$650 from GM and I could have my car back in two days - December 23rd.

I didn't get my vehicle back until February 4, 2000 at a cost alone to me of \$1,147. A full 45-days later and an increase of 80%!

I called Global's James Tester everyday, and sometimes twice and thrice daily and as unbelievable as this seems, GM did not have manual transmission parts available for my 3-year old vehicle. In mid-January Jim told me that my "car will not be ready until the end of March 2000 at the earliest because the parts cannot be found." Since Global would not provide a rental car under ANY circumstances, and since I was getting absolutely no help whatsoever from Chevrolet, and General Motors I was faced with the substantial cost of renting a car for probably 2-months at least. Instead I chose to purchase a used vehicle rather than incur those hefty rental fees.

The mere fact that my vehicle's transmission failed so early in it's life, and that GM unsuccessfully combed the country in search of a very common main shaft leads me to believe that my situation was not that uncommon, but must rather be a major problem with GM's truck/SUV line.

Through some miracle Global received the main shaft early, and I picked up my vehicle on Feb 4<sup>th</sup>. The next problem arises that somehow my original bill of

\$650 was inflated to over \$1,147 even though the time estimate was increased by a factor of 2250% (2-days to 45-days). How can this be? I was **greatly** inconvenienced by the manufacturer and I have to pay a premium for this? James Tester assured me that he would intervene with Chevy/GM on my behalf to reduce the bill. After badgering Mr. Tester for a month he just admitted that I'm "...on my own." So not only am I stuck with an inferior product that the manufacturer and distributor will not stand behind, but every manufacturing flaw that comes to light will be require an exorbitant amount of money to fix. I totally understand why the GMC Jimmy (my sister vehicle) just had the dubious distinction of being rated the - WORST CAR SOLD IN AMERICA.

Words cannot rightly describe what I feel about Global, Chevrolet, and GM. I'm just hoping that the NHTSA can do something. I feel that Global, Chevrolet, or GM should gladly pickup my used car purchase in lieu of the rental fees that would have accumulated. My used car cost \$1,450. 45-day rental from Enterprise (the cheapest in this area) at \$30/day is \$1,350. Certainly with the prospect of not having a car until March at the earliest the used car route seemed the most feasible.

Please, something has to be done. Isn't this is treatment worthy of reciprocation and massive warning?

