



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 118

Data Received 31-OCT-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 874244	

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) _____ <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make CHEVROLET TRU	Vehicle Model BLAZER	Vehicle Year 1996	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

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

Component 03250000 03224000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:POWER ASSIST:BOOSTER	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT 12,884 BRAKE BOOSTER WAS REPLACED, AT 44,080 MILES BRAKE BOOSTER WAS REPLACED AGAIN. NOW AT 68,192 MILES BRAKE BOOSTER WAS REPLACED FOR THE THIRD TIME. DEALERSHIP COULD NOT FIND A CONTRIBUTING FACTOR FOR THIS PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

CONTINUED ON BACK PLEASE

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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FOR AGENCY USE ONLY 116

Date Received

31-OCT-2000
OFFICE OF INVESTIGATION

Od_or
rt_dl
od_rt
up_ftr

OWNER INFORMATION (Type or Print)

[Redacted Name]

652189

Reference No.

874244

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to 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

Signature of Owner

[Redacted Signature]

Date 11-11-00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 1GNDT13W9T2291678	Vehicle Make CHEVROLET TRU	Vehicle Model BLAZER	Vehicle Year 1996	Current Odometer Reading 68193	
Purchase Date	Dealer's Name Purchased at Kerry Chevrolet	City 513-782-2800	State 859-6357	Zip Code 6578	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Engine Size (CID/CC/L)	No. Cylinders	<input type="checkbox"/> Turbo Diesel Gas	<input type="checkbox"/> Fuel Injection	
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Ut. <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
				Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03260000 03224000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:POWER ASSIST:BOOSTER	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 6-6-97; 4-27-99; 10-27-00 Mileage at Failure(s) 12,884; 44,080; 68,192 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured None	Number of Fatalities None	Estimated Property Damage None	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT 12,884 BRAKE BOOSTER WAS REPLACED, AT 44,080 MILES BRAKE BOOSTER WAS REPLACED AGAIN. NOW AT 68,192 MILES BRAKE BOOSTER WAS REPLACED FOR THE THIRD TIME. DEALERSHIP COULD NOT FIND A CONTRIBUTING FACTOR FOR THIS PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

Dealer informs me that factory claims this has never been a problem. Also states that part is also claims no prior occurrences. Also told me Chevy Area Rep didn't view this with any concern.

CONTINUE ON BACK IF NEEDED

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Difficult to believe I have only Blazer with this problem. See attached service bills & letter to Chevy

7818935

34343

INVOICE



7500 Alexandria Pike
Alexandria, KY 41001
(606) 835-8578
FAX (606) 835-8682

The Genuine Way To Save!

PAGE 1

SERVICE ADVISOR: 174 GWEN JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GOLD	96	CHEVROLET S-10 BLAZE	1GNDT13W9T2291578	DSW286	12884/12890	T893
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN96			17:00 26JUN97		0.00	CASH
R.O. OPENED	READY	OPTIONS:	DLR:09109			
15:32 25JUN97	13:28 26JUN97					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A. CUSTOMER STATES BRAKES OUT, HEARD SWISHING NOISE PRIOR
 CAUSE: BRAKE BOOSTER FAILED
 H1220 INSPECT VAC BOOSTER LOOSING VAC-REPL BRAKE
 VAC POWER BOOSTER TO CORRECT
 14 DZIECH, DAVE LIC#: 14
 W94 (N/C)
 18029999 BOOSTER (N/C)
 FC: 6C
 PART#: 18029999
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 OO

SUBL REES HARDY TOWING PC 22889
 W94 (N/C)

B. CUSTOMER STATES LAST PM INTERIOR LIGHTS FLICKERED WHILE DRIVING
 33 DUE TO BRAKE BOOSTER FAILURE
 14 DZIECH, DAVE LIC#: 14
 CT 0.00 0.00

C. CUSTOMER STATES VEHICLE STALLED WHILE DRIVING WHILE BRAKES
 MALFUNCTIONING
 39 DUE TO BRAKE BOOSTER FAILURE
 14 DZIECH, DAVE LIC#: 14
 CT 0.00 0.00

we appreciate your business and your satisfaction is our primary concern.

DISCLAIMER OF WARRANTIES: The Seller, hereby expressly disclaims all warranties either expressed 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 said product(s).

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%.

X

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST UNLESS OTHERWISE STATED. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.
STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

7818935

55716

INVOICE



7500 Alexand. Alexandria, KY 4 (806) 835-6578 FAX (806) 835-6566

The Genuine Way To Drive!

PAGE 1

SERVICE ADVISOR: 174 GWEN JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAB	
GOLD	1996	CHEVROLET S-10 BLAZE	1GNDT13W9T2291578	DSW286	44080/44081	T549	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
15AUG1996			17:00 27APR99		58.00	CASH	27APR1999
R.O. OPENED	READY	OPTIONS: DLR:09109					

14:38 26APR99	10:09 27APR99	LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A** CUSTOMER STATES HAVAE TO PUSH BRAKE PEDAL HARD TO STOP, AIR NOISE WHEN BRAKING, OWNER TO TOW AAA, BOOSTER REP'L RO 34343, 6/25/97, 12890 MI
 18 INSPECT, NO VAC ASSIST TO BRAKE SYSTEM - REPL FAILED BRAKE BOOSTER TO CORRECT
 16 BAETEN, JOHN LIC#: 16

1	18029999	BOOSTER	295.70	266.13	266.13
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B SPECIAL OIL, LUBE, FILTER
 59A SPECIAL OIL, LUBE, FILTER
 16 BAETEN, JOHN LIC#: 16

1	25171377	FILTER	6.95	5.45	5.45
5	USO	OIL	1.73	1.73	1.73

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 5.48



We appreciate your business! Your satisfaction is our ultimate goal.

DISCLAIMER OF WARRANTIES: The Dealer, hereby expressly declines all warranties other than those implied, including any implied warranty of merchantability or fitness for a particular purpose. See...

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control...

DESCRIPTION	TOTALS
LABOR AMOUNT	83.15
PARTS AMOUNT	280.23
GAS, OIL, LUBE	0.00
SALE TAX	0.00
MISC. CHARGES	5.48
TOTAL CHARGES	368.86
LESS ADJUSTMENT	0.00
SALES TAX	17.15
PLEASE PAY THIS AMOUNT	386.01

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the incomplete repair or service.

ALL PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 100,000 MILES, WHICHEVER COMES FIRST UNLESS OTHERWISE STATED. ALL PARTS ARE NEW OR FACTORY REBUILT. STORAGE WILL BE CHARGED 40 HOURS AFTER 8:00 A.M. IF NOT COMPLETED.

CUSTOMER COPY

7818935

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INVOICE

PAGE 1



SERVICE ADVISOR: 5014 RALPH FARRELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GOLD	96	CHEVROLET S-10 BLAZE	1GNDT13W9T2291578	DSW286	68192/68193	T3115
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT
15AUG1996			19:00 27OCT00		65.00	CASH
F.O. OPENED	READY	OPTIONS: DLR:09109				

14:42 26OCT00	12:53 30OCT00						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES BRAKE BOOSTER FAILED, BOOSTER REP'L PRIOR, 4.99, 44081 MI, 6.97, 12890 MI, ADVISE OWNER OVER 100.00, OWNER TO HAVE TOWED
 18 CK VACUUM TO BOOSTER REAL GOOD CHED ROD FROM PEDAL TO BOOSTER PER TANS REQUEST AL OK REPLACED VACUUM BOOSTER
 76 STOLZ,RYAN LIC#: 76
 CTD
 1 18029999 BOOSTER 306.00 140.00 275.40 140.00

B ADVISED OWNER WOULD BE 10.27 BEFORE REPAIRS STARTED
 62 MISC 999 CT 0.00 0.00

C** CUSTOMER STATES 99041
 CAUSE: PER CAMP. 99041
 V0358 INSTALLED NEW SENSOR PER RECALL 99041
 76 STOLZ,RYAN LIC#: 76
 W94
 1 88880029 SWITCH KI (N/C)
 FC: 96 (N/C)
 PART#: 88880029
 COUNT: 4
 CLAIM TYPE:
 AUTH CODE:
 MA

 D** KERRY CHEVROLET, OLDSMOBILE, HYUNDAI COURTSEY TRANSPORTATION OUR RENTAL
 62C KERRY CHEVROLET, OLDSMOBILE, HYUNDAI COURTSEY TRANSPORTATION OUR RENTAL
 999 CP 0.00 0.00



DISCLAIMER OF WARRANTIES: 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 said product(s).

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's fee is hereby acknowledged on above vehicle to secure the amount of repair thereto. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%.

DESCRIPTION	TOTALS
LABOR AMOUNT	140.00
PARTS AMOUNT	275.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	415.40
LESS ADJUSTMENT	0.00
SALES TAX	16.52
PLEASE PAY THIS AMOUNT	431.92

X
 In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST UNLESS OTHERWISE STATED. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.
 STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED.

CUSTOMER COPY

November 11, 2000

Chevrolet/GM c/o Correspondence
PO Box 33170
Detroit Michigan 48232-5170

To Whom It May Concern,

This letter is a follow-up to my prior phone conversations (3) logged under file # C02043212 regarding repeated brake booster problems with my 1996 Blazer. As you will see from the attached service records this has happened with new as well as replacement parts a total of 3 times. According to the dealer they have found no contributing factors causing this repeated problem. The dealer's service representative told me, at the time of this latest incident, that he discussed the situation with the factory and the parts manufacturer. Both allegedly stated that there have never been any other instances of this. Something is obviously wrong - either there is a contributing factor and the dealer just doesn't know what to look for, or the parts in fact are defective. The service representative also advised me that when he discussed the problem with the area service manager - he was on site when the vehicle was in the shop - that his attitude was the vehicle has 68m miles on it that's not bad mileage for the booster. The service rep allegedly responded asking the area manager if he ever had a brake booster problem, the response was no. The service rep allegedly responded - what do I tell this man, he has had three and no one knows what the problem is.

As you will note from an additional attachment, I have alerted the DOT about this problem. Bad enough if I was driving the car, but my wife and 4 year old son are in this every day. Thus far we have been lucky that she has been driving in "the right area" when these failures have happened - meaning no accidents have occurred. This is a safety problem in my mind, regardless of the callous attitude of your area manager.

Frankly, Chevy has lost me as a customer, with GM overall not far behind. Here are my reasons: first, this is a safety issue that you can not or will not address; second in addition to the lack of safety concern by your area manager, he also lacks customer focus - I requested meaningful assistance with the cost of the repairs given the high level incidence, as well as, a rental car since the dealer wanted to keep it over the weekend - at the time the dealer discussed this with the area rep a dealer loaner vehicle was not available (the loaner was resolved by day's end) - he outright rejected any assistance because of mileage - the dealer did give me small discount; third, on my first call to your customer service line, I was "corrected" a couple of times

by the representative that GM didn't make the parts, they were out sourced - its your vehicle - quality control is your responsibility - apparently you instill a different concept with your employees and don't accept responsibility.

If you care to respond my home address and business phone are listed below.

