



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 436

Date Received

16-NOV-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

875106

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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GNDT13XWV2124990	CHEVROLET TRU	BLAZER	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <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 <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator Bell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10312000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER:MOTOR	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <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? Yes No	NHTSA Previously Contacted? Yes 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)

WINDSHIELD WIPERS WORK INTERMITTENTLY. DEALER LAST REPAIRED THEM ON OCT 18, 2000. DEALER SAID SAULDER JOINT WAS DEFECTIVE IN WIPER MOTOR.*AK

CONTINUE ON BACK IF NEEDED

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.

<p style="text-align: center;">DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p>FOR AGENCY USE ONLY 436</p> <p>Date Received: 16-NOV-2000 OFFICE OF DEFECTS INVESTIGATION Reference No. 875106 Work Number: [redacted] Home Number: [redacted]</p>
<p>OWNER INFORMATION (Type or Print)</p> <p>[redacted] 656046</p>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of [redacted] Signature of Owner: [redacted] Date: 11/28/00

VEHICLE INFORMATION					
Vehicle Ident. No. (VIN.) <small>(Located at bottom of windshield on driver's side)</small> 1GNDT13XWV2124990	Vehicle Make CHEVROLET TRU	Vehicle Model BLAZER	Vehicle Year 1997	Current Odometer Reading 57,000	
Purchase Date 9-6-2000	Dealer's Name MEDVED		Engine Size (CID/COI) 4.3L	<input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Wheat Ridge	State CO	Zip Code 80037	No Cylinders V6	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input 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	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Ult <input type="checkbox"/> Van <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 <i>SUV</i>					

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 10312000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WPER:MOTOR	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 1	Date(s) of Failure(s) 01-SEP-2000 04-SEP-2000 Mileage at Failure(s) 53,000 Vehicle Speed at Failure(s) N/A	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION					
<small>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)</small>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage 0	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

WINDSHIELD WIPERS WORK INTERMITTENTLY. DEALER LAST REPAIRED THEM ON OCT 18, 2000. DEALER SAID SAULDER JOINT WAS DEFECTIVE IN WIPER MOTOR.*AK

PURCHASED VEHICLE ON 9-6-2000. APPROXIMATELY 9-16-00, WE FOUND FRONT WINDSHIELD WIPERS ONLY WORKED SPORADICALLY. IT WOULD RAIN AND THEY WOULD NOT WORK. LATER THEY MIGHT WORK.

ON 10-18-00, WE TOOK BLAZER TO MEDVED CHEVROLET AFTER HEARING THAT THEIR HAD BEEN A RECALL ON THE WINDSHIELD WIPERS PREVIOUSLY BECAUSE OF A DEFECTIVE SOLDER IN THE WIPER MOTOR BODY. TIMOTHY HANLISNE TOLD US THAT RECALL WAS ONLY ON VEHICLES FROM [redacted] (EMPLOYEE PROVIDED)

CONTINUE ON BACK IF NEEDED

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Chevrolet
1-800-222-1028

3031721-0100



CTGS273736

CTGS273736

11574 (file # 02000159)



01011CTGS273736

CUSTOMER NO. 178111	ADVISEE TIMOTHY W KONITSHE	TAG NO 567 385	INVOICE DATE 10/18/00	INVOICE NO. CTGS273736
[REDACTED]	LABOR RATE	LICENSE NO	MI LEAGE 55,363	COLOR MAROON/
	YEAR / MAKE / MODEL 97 / CHEVROLET TRUCK / BLAZER / 4 DOOR UTI		DELIVERY DATE	DEFINERY MILES
	VEHICLE I.I. NO. 1 G N D T 1 3 W X V 2 1 2 4 9 9 0		SELLING TRAF FR MO.	PRODUCTION DATE
	F.T.E. NO	P.O. NO	R. 10/18/00	
RESIDENT PHONE 303-421-3001	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
1 17072 WIPERS
CUST STATES WIPERS WORK INTERMITTENTLY.
WIPER MODULE HAS INTERMITTENT OPEN
REPLACED WIPER MODULE
REPAIRED WIRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12463D17	MODULE 16.067	58.65
JOB # 1 TOTAL PARTS				58.65
JOB # 1 TOTAL LABOR & PARTS				138.65

MISC. CODE DESCRIPTION CONTROL NO. PRICE
20 162000000 MATERIALS DISCOUNT 5.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$148.00 (+TAX)

TOTALS

DUE TO RISING MATERIAL LABOR COSTS, AN EXTERIOR AUTOMOBILE WASH WILL COST \$2.00 PER UNIT. THIS IS CONSIDERABLY LESS THAN THE FEE CHARGED BY CAR WASH FACILITIES. THANK YOU

ALSO IT IS SOMETIMES NECESSARY TO DISCONNECT THE BATTERY THIS WILL RESULT IN LOSS OF RADIO STATIONS WE APOLOGIZE FOR ANY INCONVENIENCE WE WILL BE HAPPY TO HELP RESET THEM

WE DO WANT YOU TO BE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE. HOWEVER IF YOU FIND YOU ARE NOT, PLEASE LET US KNOW SO WE MAY TRY AND TAKE THE NECESSARY STEPS TO CORRECT THE SITUATION

WE ARE NOT RESPONSIBLE FOR CONCERNS THAT DEVELOP WHILE PERFORMING REPAIRS ON VEHICLES WITH MORE THAN 100,000 MILES

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and sell the lien which may result in the vehicle being sold pursuant to court order.

"Except for body shop repair parts and except for exchanged or warranty parts that shall only be presented to the customer for examination and not returned, the customer is entitled to the return of the replaced parts if the customer so requests at the time of consenting to or authorizing the repairs."

TOTAL LABOR	80.00
TOTAL PARTS	58.65
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	5.00
TOTAL MISC DISC	0.00
TOTAL TAX	3.99
TOTAL INVOICE \$	147.64

PAID BY CHECK
Any parts returned for refund must wait 15 working days before refund can be made.

✓ # 3900

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