



National Highway Traific Salety Administration

JAN 14 2004

CERTIFIED MAIL RETURN RECEIPT REQUESTED

Gay P. Kent, Director Product Investigations General Motors Corporation Mail Code 480-106-304 30500 Mound Road Warren, MI 48090-9055 NVS-212mbs PE04-001

Dear Mr. Kent:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE04-001) to investigate allegations of fuel spillage out of filler neck during refueling in model year 2003 Chevrolet Trailblazer manufactured by General Motors Corporation, and to request certain information.

This office has received 11 reports of fuel spillage out of filler neck during refueling in model year 2003 Chevrolet Trailblazer vehicles. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- <u>Subject vehicles</u>: All model year 2003 Chevrolet Trailblazer manufactured for sale or lease in the United States.
- <u>Subject component</u>: All components associated with the fuel tank, fuel fill system, and all lines, tubes, hoses, control devices, and valves attached to the fuel tank.
- GM: General Motors Corporation, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and





all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, in or after 2004, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- Design, engineering, analysis, modification or production (e.g. quality control);
- Testing, assessment or evaluation;
- Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- Alleged defect: Any failure, malfunction, or deficient performance whether constant or intermittent of fuel spillage out of filler neck during refueling.
- Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers. including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by GM, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production.

In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by GM or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as GM has previously provided a document to ODI, GM may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After GM's response to each request, identify the source of the information and indicate the last date the information was gathered.

- State, by model and model year, the number of subject vehicles GM has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by GM, state the following:
 - Vehicle identification number (VIN);
 - b. Make:
 - c. Model;
 - d. Model Year.
 - e. Date of manufacture:
 - f. Date warranty coverage commenced; and
 - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

- 2. State the number of each of the following, received by GM, or of which GM are otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - Consumer complaints, including those from fleet operators;
 - Field reports, including dealer field reports;
 - c. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where GM is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and GM's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f and g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- 3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. GM's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - Report or claim date;
 - Whether a fire is alleged;
 - Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - 1. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a preformatted table that provides further details regarding this submission.

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method GM used for organizing the documents.
- 5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by GM to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. GM's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number,
- c. VIN:
- d. Repair date;
- e. Vehicle mileage at time of repair,
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- Problem code;
- Replacement part number(s) and description(s);
- Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

- 6. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by GM on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that GM offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM is planning to issue within the next 120 days.

- 8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, GM. For each such action, provide the following information:
 - a. Action title or identifier,
 - The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action;
 - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- 9. Describe all modifications or changes made by, or on behalf of, GM in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - The date or approximate date on which the modification or change was incorporated into vehicle production;
 - A detailed description of the modification or change;
 - The reason(s) for the modification or change;
 - d. The part numbers (service and engineering) of the original component;
 - e. The part number (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that GM is aware of which may be incorporated into vehicle production within the next 120 days.

- 10. List all GM models that have the same or similar fuel system designs as the subject vehicle.
- Produce each of the following:
 - Parts schematics of the fuel system for each design version of the subject component; and
 - A diagram of the fuel system showing how the system works.

- 12. Furnish GM's assessment of the alleged defect in the subject vehicle, including:
 - The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the
 vehicle would have that the alleged defect was occurring or subject component was
 malfunctioning; and
 - f. The reports included with this inquiry.

This letter is being sent to GM pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. GM's failure to respond promptly and fully to this letter could subject GM to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penaltics of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If GM cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, GM does not submit one or more requested documents or items of information in response to this information request, GM must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

GM's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by February 27, 2003. Please refer to PE04-001 in GM's response to this letter. If GM finds that it is unable to provide all of the information requested within the time allotted, GM must request an extension from Thomas Cooper, at (202) 366-5218 no later than five business days before the response due date. If GM is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information GM then has available, even if an extension has been granted.

If GM claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, GM must submit supporting

information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. GM is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Mark B. Swanson of my staff, at (202) 366-7020.

Sincerely,

Thomas Z. Cooper, Chief Vehicle Integrity Division

Office of Defects Investigation

Enclosure 1: One CD ROM titled Data Collection Disc containing three files

Enclosure 2: Subject Vehicle Owner's Questionnaires

PACINE

Fer to Approved: O.H.B. No. 2127-9600 FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Vehicle Owner's Question naire To Report Vehicle Safety Defects Repository 🔲 Date Received U.S. Department of Transportation 1-888-DASH-2-DOT National Highway 21-0EC-Z003 Reference No. (1-888-327-4236) Traffic Safety 10050861 INTERNET:www.nhtsa.dot.gov/hotikne Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number | E-mail Address Name Address Evening Telephone Number State City Zip Code SPOKANE WA Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vahicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner VEHICLE INFORMATION 17 cligit Vehicle Identification Number Located at bottom of whidshield on driver's side Model Year Model Make CHEVROLET TRAILELAZER 2003 16NDT13S132378100 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: 24-SEP-03 No: Cylinders 6 G89 Original Owner Dealer's City Zip Code IX Vehide Component Code Transmission Type M Antibook Braines **Powertrain** 072000 FUEL SYSTEM, GASOLINE: DELIVERY AUTOMATIC 4 WHER DRIVE X Cruise Control Multiple Fallure: 3 FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Falure Mleage Failure Speed 02-OCT-2003 600 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15) Original Equipment
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FOR AGENCY USE ONLY 1367 **DOT Auto Safety Hotline** Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT Repository 🗌 Date Received U.S. Department of Transportation National Highway 09-DEC-2003 Reference No. (1-888-327-4236) Traffic Safety 10050272 INTERNET swww.nhtsa.dot.gov/hotline Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Mame Address Evening Telephone Number City State Zip Cade OH HUBER HEIGHTS Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Model Year Make CHEVROLET TRAJUBLAZER 2003 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: No: Cylinders Original Owner State Dealer's Oby Zip Code X Vehicle Component Code Transmission Type Antilock Brakes **Powertrain** 071110 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:FILLER Cruise Control Multiple Falure: 1 FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Faiure Micage Failure Speed ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Falure Location: Tire Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Falleyi Part APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Intury (les), Reported to Police Number of Persons Injured Crash Number of Deaths Yes X No ∐Yes X No N Nurrative Description of Incident(S), Creak(es), and Injury (les). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; La, parts repaired or replaced (and I old part is available).

FUEL FLOWS OUT THE FUEL TANK FILLER NECK WHEN FUEL TANK IS FILLED UP WITH FUEL. *AK

Include, if available: Police/Pire Department Report, Photos, and Repair Invoke.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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FOR AGENCY LISE ONLY 1367 **DOT Auto Safety Hotline** Repository ... Date Received Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DÓT National Highway 03-DEC-2003 Reference No. (1-888-327-4236)Traffic Safety 10044529 INTERNET:www.nbtsa.dot.gov/hotilne Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Name Address Evening Telephone Number Zip Code Oty State OH SAGAMORE HILLS Do you authorize HHTSA to provide a copy of this report to the manufacturer of your vehicle? — YES In the absence of an authorizetion, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner Oate VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Model Year CHEVROLET TRAILBLAZER 2003 1GNDF135932395730 Date Purchased Dealer's Name and Telephone Number Fuel Type: Engine: 21-JUN-03 GAL No: Cylinders 6 Gas Origi<u>nal</u> Owner Dealer's City State Zip Code MEDINA ĊН Vehicle Component Code Antilock Brakes Transmission Type Powertrain 071110 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:FILLER AUTOMATIC Cruise Control Multiple Fallure: 1 FAILED COMPONENT(S)/PART(S) INFORMATION Failure Mileage Faiture Speed Indident Date(s) ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) Original Equipment Falking Location: Prior Repair Tire Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Mala: Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Ealure(s), Cresh(es), and Intury(hes),) Number of Persons Injured Number of Ceaths Reported to Palice Crash Fire ☐ Yes 🗶 No ☐Yes XX No. Marrative Description of Incident(9), Cresh(es), and Injury(les). Please describe (1) avents leading up to the failure, (2) failure and its consequences, and (3) what was slone to correct the failure; Le, parts repaired or replaced (and if old part is available). WITHON SECONES OF FILLING THE FUEL TANK, FUEL LEAKED OUT OF THE FUEL TANK FILLER NECK. *AK *SCC *18

ATTACH ADDITIONAL SHEETS IF NECESSARY

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US Department of Tiensportation

National Highway Tadic Salety Administration

400 Saventh \$2., 6.W. Washington, D.C. 20000

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BUSINESS REPLY MAIL

POSTAGE WILL BE PAID BY NATE, HAY, TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-216 400 7th Street, SW Washington, DC 20590

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DOT Auto Salety Hailing (DASH) & BOT

1.888-DASH-2-DOT 1-888-327-4236

DASH2DOT

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DOT AUTO SAFETY HOTLINE

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148										
Date Received	Repository 🗌									
26-OCT-2003	Reference No. 10043575									

U.S. Departmen	To Report Vehicle Safety Defects								Date Net	zwed	Reference No.		
	1-888-DA9H-2-DOT								26-	ОСТ-2003			
Traffic Safety (1-000-327-4230)									. ~	JC1 1005		43575	
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Traffic Safety	#Intional Highway 1-888-DA9H-2-DOT (1-888-327-4236) Traffic Safety INTERNET::www.nhtsa.dot.gov/hotline						16-	-SEP-2003	Reference No. 10038987					
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Origh <u>al</u> Own	er	Dealer's City	'				State	25p C	ode					
Transmission Type		ntilock Brakes	,					Vehicle Component Code 072000 FUEL SYSTEM, GASOLINE: DELIVERY						
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Improving Description of Sections(8), Crash(es), and Injury(les).
Flower describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the Gallere;
Le, parts repaired or replaced (and if old part is swallable). WHEN 2003 CHEVROLET TRAILBLAZER IS FILLED WITH GAS, GAS COMES BACK OUT OF TRAILBZER TO FORM UP TO A 2FT, PUIDDLE OF GAS ON

THE GROUND! GAS UP TO 2FT. WIDE DOWN THE PAINT! MY 2 1/2 YEAR OLD SON STRAPPED IN CAR SEAT AND OTHERS HAVE BEEN INSIDE WHEN THIS HAS HAPPENED, MAINLY AT RENTON WA. SAFEWAY GAS PUMPS, BUT OTHER PUMPS AS WELL! I TOLD GOOD CHEVROLET IN RENTON WA, AS FAR BACK AS APRIL 2003 OF THIS PROBLEM AND AT FIRST THEY CLAIMED THEIR WAS NO PROBLEMS WHATSOEVER WITH TRAILBLAZERS, BUT SOME CHEVY TAHOE SUVS HAD THE PROBLEM! MAYBE I DIDN'T KNOW HOW TO FILL A TANK, TRY A DIFFERENT GAS STATION, DON'T REMOVE NOZZLE FOR A PEW SECONDS...! TRIED EVERYTHING THEY SAID AND KEPT CALLING AND TELLING THEM OF THE PROBLEMILE I ASKED FOR ONE OF THEM TO COME WITH ME AND WITNESS IT AND THEY DECLINED! BY MAY AND JUNE IM STILL TELLING GOOD CHEVROLET OF THE CONTINUING PROBLEM! THEY ASK TO LOOK AT THE TRAILBLAZERS TANK AND FILL TUBE.. MAYBE ITS KINKED, FRU TUBE OR BALL CHECK PROBLEM... THEY SAID IT LOOKS GREAT NOTHING FOUND, AND THEY FILLED IT WITH GAS AT THEIR PUMP AND NO GAS CAME OUT AT ALL! I HAD TOLD THEM TO FILL IT AT THE RENTON SAFEWAY!!!!, BUT THEY DIDN'T!!! I WONDER WHY?...BOB MANNING THE SERVICE MANAGER AT GOOD CHEVROLET HAD BEEN ADVISED OF ALL THIS IN MANY PHONE CALLS TO HIM! NOW IN JULY THEY WANT TO REPLACE THE FILLER NECK AND TANK. WHEN THEY FILL IT AGAIN THEY STILL DO NOT GO TO RENTON SAFEWAY LIKE I TOLD THEM AGAIN. I FILL IT AND GAS

Include, if available: Police/Fire Department Report, Photos, and Regal Imvoice. The Privacy Act of 1974-Public Law 93-979 This information is requested pursuant to authority wanted in the National Highway Traffic Safety Act and animoguset

ATTACH ADDITIONAL SHEETS IF NECESSARY.

Measted size. You are under no obligation to respond this quest innealing. Your response may be used to easiet the MITSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the MITSA proceeds with exhabitate the emission equiest a manufacturer, your response a status immensive thereof, may be used in support of the agency a ection.

FOR AGENCY USE ONLY 100148 DOT Auto Safety Hotiline Date Received Repository 🔲 Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DA\$H-2-DOT National Highway 26-JUL-2003 Reference No. (1-688-327-4236) Traffic Safety 10029266 INTERNET noww.nhtsa.dot.gov/hotline Administration OWNER INFORMATION (Type or Print) E-mail Address Daytime Telephone Number Name Address Evening Telephone Number Zio Code City State MA WHITMAN Signature of Owner Dota VEHICLE INFORMATION 17 digit Varicle Edentification Humber Located at bottom of windshield on driver's side. Model Model Year CHEVROLET TRAILBLAZER 2003 1GNDT13S732277546 Date Purchased Dealer's Name and Telephone Number Puel Type: Engine: 05-MAR-03 No: Cyfinders 6 Gas Original Owner Depler's City State Zip Code Vehicle Component Code Transmission Type X Antilock Brakes **Provertrain** 071110 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:FILLER AUTOMATIC 4 WHEEL DRIVE Cruise Control Multiple Failure: 1 PAILED COMPONENT(S)/PART(S) INFORMATION Inckient Date(s) Failure Mileage Fallure Speed 26-1UL-2003 6105 <u>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</u> Time Make The Model (Name or Number) Tire Size (Example P215/65R1S) DOT No. (Example: DOTMAL9ABC036) Original Equipment Di Prior Repair Failure Location: fire Component Code The Pallure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Falled Part: APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (les), Number of Deaths Reported to Police Crash Fire Number of Persons Injured ∏Yes 🛣 No 0 Marrative Description of Incident(5), Crash(ee), and Injury(les). Please describe (1) events leading up to the fallers, (2) failure and its consequences, and (3) what was done to correct the failure; Le, parts repaired or replaced (and Yold part is available). WHILE FUELING VERHICLE, FUEL ALWAYS SPILLS OVER JUST BEFORE OR AFTER AUTO-SHUTOFF OF GAS PUMP. THIS HAPPENS EVEN THOUGH

WHILE FUELING VERHICLE, FUEL ALWAYS SPILLS OVER JUST BEFORE OR AFTER AUTO-SHUTOFF OF GAS PUMP. THIS HAPPENS EVEN THOUGH I'M CAREFUL THAT IT'S COMING CLOSE TO A FULL TANK AND PREPARE FOR THE SPILLAGE. TODAY IT HAPPENED AY A PUMP WHERE THE FUEL PUMP NOZZLE WAS OF A NON-ACCORDIAN TYPE BOOT. I'VE SPOKEN WITH OTHERS WHO HAVE THE SAME PROBLEM AND DEALERS ARE TELLING THEM TO BE MORE CAREFUL WHEN RE-FUELING. WHAT WILL IT TAKE 6M TO ADMIT THERE'S A DESIGN FLAW IN THE FUEL DELIVERY SYSTEM? THIS IS ONLY ONE OF MANY ISSUES WITH THE TRAILBLAZER. YOU'D THINK FOR WHAT THEY COST THAT THEY'D BE BUILT BETTER.*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IE NECESSARY

The Privacy Act of 1974-Public Levy \$3-579 This information is requested parametric a ethority vested in the Antional Highesty Traffic Safety Act and authoquent assertances. You are under so obligation to respond this gostformers. Your responds may be used to smitt the NATION is determining whicher a Handlecturer allowed takes appropriate action to correct a safety detect. This MITTER proceeds with administrative enforcement or Ethystics against a manufacturer, year response, or a stabletical security thereof, may be used in support of the against a action.

DOT Auto Safety Hotline

FOR AGENCY USE ONL	Y 100148
ate Received	Repository 🗆

of Transportation To Report Vehicle Safety Defects								LAGILE KEL	.en-as					
1-868-DASH-2-DÖT National Highway (1-868-377-4736)									20-	JUN-2003	Reference No.			
Traffic Stricty Terrespondence of the strict										30.112303	10023455			
Administration														
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14-114										receptions were		216,35		
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City TEMECU					_^_	Zip Code								
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Date Purchas 29-APR-03	e¢	Deeler's Na PARADISE					,			Engine: No: Cylinders 6	Fu	el Type: Ges		
Griginal Owne	·r	Dealer's City TEMECULA					State CA	Zip C 929		<u> </u>	[_			
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FAILED COMPONENT(S)/PART(S) INFORMATION														
Incident Date(s) 04-MAY-2003	Fatu	re Mileage 205	Failure	e Speed O										
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or a statistical senimery thereof, may be used in support of the opency's action.

FOR AGENCY USE ONLY 100148 DOT Auto Safety Hotilne Date Received Repository 🔲 Vehicle Owner's Questionnaire U.S. Department To Report Vahicle Safety Defects of Transportation 1-888-DASH-2-DOT National Highway 16-JUN-2003 Reference No. (1-888-327-4236) Traffic Safety 10023187 INTERNET:www.nhbsa.dot.gov/hotline Administration OWNER INFORMATION (Type or Print) E-mail Address Daytime Telephone Number Name Address Evening Telephone Number Zip Code City State MESA Do you authorize MHTSA to provide a copy of this report to the manufacturer of your vehicle? Do you authorize NMTSA to provide a copy of this report to the menufacturer of your vehicle? | YES | In the absence of an authorization, NMTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner Date VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side. Malos Model Model Year CHEVROLET TRAILBLAZER 2003 1GND5135732333973 Date Purchased Design's Name and Telephone Number Engine: Fuel Type: SUPERSTITION SPRINGS BROWN & BROWN CHEVY 30-MAY-03 No: Cylinders 6 Gas Original Owner State Zip Code **MESA** ΑZ 85282 Vehicle Component Code X Antilock Brake Trensmission Type Powertrain 070000 FUEL SYSTEM, GASOLINE AUTOMATIC FRONT WHEEL DRIVE X Cruise Control Multiple Falure: 0 FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Faiure Micage Failure Speed 11-JUN-2003 32D <u>ADOITTONAL ITEMS TO BE COMPLETED WHEN REPORTING A TURE FAILURE</u> Tire Make Tire Model (Name or Number). Tire Size (Example P215/65R15) Original Equipment DOT No. (Example: DOTMALSABC036) Failure Location: Prior Repair Tire Component Code Tre Fature Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Menufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Failed Part: APPLICABLE INCIDENT INFORMATION (Please describe in detail the Incident(s'), Failure(s), Creat(es), and injury(les),) Number of Persons Injured Reported to Police Crash Fire Number of Deaths ☐Yes 🗓 No. 0 Marrative Description of Incident(5), Crash(es), and Injury (les). Manya describe (1) events leading up to the failure, (2) feliure and its consequences, and (3) what was done to correct the failure; Le, parts repaired or replaced (and If old part is available). GAS SPILLED OVER FROM SPOUT AND UNDERSIDE. WITH THE AMOUNT OF GAS SPILLED, OVERFLOW GOT ALL OVER VEHICLE AND PERSON AT THE GAS PUMP. HAD TO WASH OFF SHOES, CLOTHING AND LOWER LEG AREA DUE TO EXCESSIVE GAS SPILLAGE! EXTREMELY DANGEROUS! ¥NI Μ

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 Public Law 83-579 Tile information is requested pursuant to a stigority vested in the pictore) lightery Traffic Cofety Act and subsequent amondments. You are under no collection to respond tile questionary your response may be used to such the MITEA is determining whether a Manufacturer also also add take appropriate action to correct a safety defect. If he PITEA proceeds with minimistrative autoresses or Righties a gehat a questionary to account a question to correct a safety defect. If he PITEA proceeds with minimistrative autoresses or Righties a gehat a question to correct a safety defect.

FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Date Received Repository 🗌 Vehicle Owner's Questionnaire U.S. Department To Report Yehicle Safety Defects of Transportation 1-888-DASH-2-DÓT National Highway Reference No. 05-MAY-2003 (1-888-327-4236) Traffic Safety 10017080 INTERNET awww.nhtsa.dot.gov/hotline Administration OWNER INFORMATION (Type or Print) E-mail Address Daytime Telephone Number Name Address **Evening Telephone Number** State **City** Zio Code uт MAGNA Oo you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Date VEHICLE INFORMATION 17 digit Vekide Identification Number Located at bottom of windshield on driver's side Model Model Year CHEVROLET TRAILOLAZER 2003 1GNDT13S932262949 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: 22-MAR-03 No: Cylinders 6 Gar Original Owner Dealer's Obv State Zio Code l x Vehicle Component Code Transmission Type X Antilock Brakes **Powertrain** 071110 FUEL SYSTEM, GASOLINE: STORAGE: TANK ASSEMBLY: FILLER AUTOMATIC 4 WHEEL DRIVE XI Cruise Control Multiple Falure: FAILED COMPONENT(S)/PART(S) INFORMATEON Incident Date(s) Fallura Speed Failure Mleage DS-MAY-2003 11 ADORTHORAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tire Model (Name or Number) Tira Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) ☐ Original Equipment ☐ Prior Repair Fallure Location: Tire Component Code The Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Failed Part: APPLICABLE INCIDENT INFORMATION (Please decribe in detail the incidentis). Felture(s), Crash(es), and intury (les),) Number of Persons Intured Number of Deaths Reported to Police Crash Fire ∏ Yes XINo ∐Yes XINo Harrative Description of Incident(6), Crash(es), and Injury(les). Please describe (1) events leading up to the fallers, (2) follows and its consequences, and (3) what was done to correct the fallers; Le, parts repaired or replaced (and if old part is available).

gas filler ture overflows on to the ground almost every time the vehicle is filled up with gas. Has done this since PURCHASE, TESTED DIFFERENT GAS STATIONS PUMPS THINKING THAT WAS THE CAUSE BUT IT DOES THIS AT ALL OF THEM ABOUT A SECOND OR SO AFTER THE PUMP CLICKS OFF, ALSO THE FILLER TUBE BOOT HAS A BUILT IN HOLE FOR THE GAS TO DRAIN ON TO THE

GROUND....WHICH (ON THE BETTER SIDE I GUESS) DOES KEEP IT FROM GETTING ON THE SIDE OF THE VEHICLE ON OCCASION,

Include, if available; Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHEETS IF NECESSARY

The privacy Act of 1974-Public Lave 25-379 This information is requested pursuant to anticority wasted in the furtional Highway Traffic Safety Act and automobile Year response way be used to assist the Nettlik in determining whether a Henrich spoud this quastlemains. Your re should take appropriate action be correct a arisity defect. If the MITSA precede or a statistical summary thereof, easy be usual in appeat of the agency's but be. is with administrative enforcement or Rigetion against a manufacturer, your resp

FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Repository 🔲 Vehicle Owner's Questionnaire To Report Yehido Safety Defects Date Received U.S. Department of Transportation 1-888-DASH-2-DÓT National Highway 18-APR-2003 Reference No. (1-888-327-4236) Traffic Safety 10015162 INTERNET swww.nhtsa.dot.gov/hotline Administration OWNER INFORMATION (Type or Print) Caytima Talaphone Number E-mail Address Name Address Evening Telephone Number State **Zlo** Code NH HUDSON Stanature of Owner Date VEHICLE INFORMATION 17 digit Velicle Identification Number Located at bottom of windshield on driver's side Model Model Year Make CHEVROLET TRAILBLAZER 2003 1GNDT13S632281300 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: 04-APR-03 No: Cylinders 6 Original Owner Dealer's City State Zip Code X Vehicle Component Code Transmission Type Antilock Brakes Powertrain. 071110 FUEL SYSTEM, GASOLINE:STORAGE; TANK ASSEMBLY:FILLER AUTOMATIC 4 WHEEL DRIVE Cruise Control Multiple Falure: 0 PAILED COMPONENT(S)/PART(S) INFORMATION Failure Mileage Incident Date(s) Fallure Speed 18-APR-2003 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) Original Equipment Fallure Location: Prior Repair Tire Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Manufactured: Model No. /Name: Seat Type: Installation Systems Child Seat Component Code: Failed Parts APPLICABLE INCIDENT INFORMATION (Pieses describe in detail the incidentis), Fallure(s), Crash(es), मार्च शतंत्रपार (स्ति), Number of Persons Injured Number of Deaths Reported to Police Crash Dyes XX No. ∏Yes X No Nurrative Description of Incident(5), Crash(es), and Injury(les). Please describe (1) events leading up to the failure, (2) follure and its consequences, and (3) what was done to correct the failure; La, parts repaired or replaced (and E old part is available).

NEW VEHICLE DELIVERED WITH DANGEROUS FACTORY DEFECT: GAS FILLER TUBE HAS CRACK- ALLOWS FUEL TO SPILL OUT DURING FUELING OF VEHICLE. DEALERSHIP DOES NOT HAVE PART ON HAND FOR REPAIR. *NLM

Include, if available: Police/Fire Department Report, Photos, and Repair Involce,

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-529 This information is requested pursuant to authority verted in the National Highest Traffic Safety Act and subsequent assembly and the result of the Partial of

A	T Auto Safety Hotline				FOR AGENCY USE ONLY 258								
U.S. Department Vell of Transportation			Vehicle Owner's Questionnaire To Report Vehicle Safety Defects						Date Rec	zived	Rep	Repository 🗌	
Mational High Traffic Safety Administratio		1-888-DASH-2-DÓT (1-888-327-4236) INTERNET www.nhtsa.dot.gov/hotline								-DEC-2002	'	erence No. 0643	
	01	VHER INFOR	TAP	туре (Туре	or Print	t)		İ				d = 4 do	
Namo									Laytime	Telephone Number	E-ma	III Address	
Address									Evening '	Telephone Number	ł		
CORY VALPAR	AISO			State	IN	Zip Cod	-		L. C.	riseproje no roe;	ļ		
Do you authorize In the absence of Signature of Own	f an aui	to provide a thorization, N	copy NTSA	r of this repo L WILL NOT	ri to ti providi	e your nan	storer of you	our vel as to t Date	he velucie	□ YES manufacturer. L	ON [
					VEH	CLE INFO	RMATION						
17 digit Vehicle Iden 1GNDT13SX3219		Number Locate	det b	ottom of wind	ahileki en	Orlver's skl	Make CHEVRO	LET		Model TRAILBLAZER		Model Year 2003	
Date Purcha: 01-OCT-02		Ocaler's Nan	ne an	d Telephone	Numbe	r				Engine: No: Cylinders		Fuel Type: Gas	
Original Own	er ·	Dealer's City					State .	<u>ــــٰـــ</u>	Code	<u></u>		<u> </u>	
Transmission Type	X	ntilock Brakes		wertrain	_		Vehicle Component Code 071100 FUEL SYSTEM, GASOLINE: STORAGE: TANK ASSEMBLY						
	X C	ruise Control	4 9	WHEEL DRIVE	•		Multiple Fallure: 11						
				FAIL	D COM	PONENT(F)/PART(S) INF	DRMATIC	HC			
Incident Date(s) 02-NOV-2002	Falk	ira Mikage	Falk	ure Speed C									
		ADDIT	ION	AL ITEMS T	O DE C	OMPLETE	WHEN R	PORT	ING A 1T	RE PAILURE			
Tire Make				Tire Model ((Name o	r Number)	l		The	e Size (Example P2:	15/65	R15)	
DOT No. (Example		AL9ABC036)	\Box	Origin Prior R	al Equip Jepair	ment	Fallure Li	ilure Location:					
Tire Component Co	xde								n-	e Fallure Type			
		ADDITION	ALT	TEMS TO BE	COMP	YLETED W		STURE.	A CHILL	SEAT FAILURE			
Make:	·· <u> </u>				Date M	amufacture	:d:		Model No	./Name:		·	
Seat Type: Child Seat Compor	est Co	de :			installa	tion System	m:						
Cina Seat Compa	mil CD	 	<u>'</u>	Falled Part:	TICA N	F INCIDE	NT INFOR	AATIO	<u></u>				
				lease describe	in detail .	the inclaim!) Fallenisi	Cresti	e), and his				
		(es 🗓 No		mber of Pen			umber of D	eaths	Repor	ted to Police N			
Marrative Descrip Please describe (Le, parts repaired	1) ever	its leading up	to th	o falluro, (2)	delive). and its co	nsequence	ı, end ((3) what v	was dens to correct	the fi	B urey	
FUEL OVER FLOW	VS FRO	M FILLER NEC	KON	TO SIDE OF	VEHTCL	E AND GR	OUND EVER	YTIME	AUTOMA	TIC NOZZLE SHUTS	OFF.	ਯ	

Include, if available: Police/Fire Department Report, Photos, and Report Invoice.

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This Privacy Act of 1974-Public Law 93-879 This information is requested purposent to auditority vasted in the lightest Highway Traffic Sefety Act and subsequent branching and reported the quantitation and the material in determining whether a Magnifecturer whould take appropriate action to correct a sofety defect. If the NITEA proceeds with administrative enforcement or litigation against a manufacturer, year explanal, or a statistical number of the response to the appropriate action.