



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

02-05-2003 28

Repository ☐

9-116

Reference No.
10021999

OWNER INFORMATION (Type or Print)

Name

Address

City

CANAL WINCHESTER

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
In the absence of an
Signature of Owner

of your vehicle? ☐ YES ☒ NO
Address to the vehicle manufacturer.

Date 6/16/03

VEHICLE INFORMATION

Make
CHEVROLET

Model
LUMINA

Model Year
1992

Date Purchased
7/93

Dealer's Name and Telephone Number

* Bob McDorman

Engine:
No. Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City
Canal Winchester

State

OH

Zip Code

43110

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

136300 VISIBILITY: WINDSHIELD WIPER/WASHER; LINKAGES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
29-MAY-2003

Failure Mileage

Failure Speed

any

Started approx. 1995 thru 2000. Had
repaired 12-2002, Bob McDorman Chevrolet.

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: DOTM15ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

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 System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

NO PARTS AVAILABLE. RECALL ON WINDSHIELD WIPER. RECALL NUMBER UNKNOWN.*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

* Vehicle Purchased from dealership in Whitehall, OH. Dealership closed shortly thereafter. Bob McDorman has handled service on vehicle for some time now. Complaint filed w/GM, but they won't pay for wiper motor replacement (Complaint file #1-104-758-868). My wipers would work as long as weather was dry, but would cease operating without warning during inclement weather. I've had to pull over on freeways, etc. during rain, snow, etc. Bob McDorman finally replaced motor in December, 2002 at my expense. I've had wipers checked by Tuffy Muffler in Whitehall but they worked for them & they couldn't find the problem. This seems to be a serious safety issue to me. Since this has been acknowledged as a problem in other year Chevy-GMC vehicles of other years, I feel this should be a recall item.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$200



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. 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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/ohsa>