



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 100079

23-JUN-2003 AM 8:56 Regulatory ☐

23-JUN-2003

Reference No.
10024715

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: BAY CITY State: MI Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 6/1/03

VEHICLE INFORMATION

Make: CHEVROLET GMC		Model: SUBURBAN	Model Year: 1993
Date Purchased: Feb 27, 1993	Dealer's Name and Telephone Number: La Roche Auto Co 888 509 3537		Engine: 5.7 Liter No. Cylinders: 8
Original Owner: [X]	Dealer's City: Bay City	State: MI Zip Code: 48706	Fuel Type: Gas
Transmission Type: ☐ Antilock Brakes ☐ Cruise Control	Powertrain:	Vehicle Component Code: 136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR	
Multiple Failures: 1			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 23-JUN-2003	Failure Mileage: See accompanying Letter	Failure Speed:
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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: DOTM19ABC036):	☐ Original Equipment ☐ Prior Repair	Failure 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 describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: ☐ Yes ☒ No	Fire: ☐ Yes ☒ No	Number of Persons Injured:	Number of Deaths:	Reported to Police: N
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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).

INTERMITTENTLY WINDSHIELD WIPERS BECOME INOPERABLE, OBSTRUCTING THE DRIVER'S VIEWS. DEALER SORRY THERE IS NO RECALL ON THIS VEHICLE. A RECALL HAS BEEN ISSUED ON SIMILAR MAKES AND MODELS, HOWEVER THIS VEHICLE WAS NOT INCLUDED DUE TO THE VIN.
*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.

2003 JUL 24 PM 12:15

July 7, 2003

National Highway
Traffic Safety
Administration

Dear Sir:

The following letter is a reproduction of a letter that I sent to the Customer Relations Office of G.M.C. Truck Division on June 30th, 2003. The reason I am sending a reproduction to your office is when I made a copy for my records the original didn't copy to well and the copy was difficult to read, unless you knew what was written originally;

June 30, 2003

Customer Relations
G.M.C. Truck
31 E. Judson St.
Pontiac, MI 48342-2230

Dear Sir:

I own a 1993 G.M.C. Suburban, vehicle # 1GKEC16K4PJ713200, which I purchased new at LaBadie Olds in Bay City.

The vehicle currently has 137,000 miles on the odometer. Most of the miles have been highway miles. We, my wife and I, purchased the vehicle as our retirement vehicle. I retired in January 1995 and we spend our winters in Florida, traveling back and forth several times a season.

My reason for writing to you is to inquire about the recall currently in effect to replace a defective circuit board in the windshield wiper motor.

When my wife and I first heard of the recall we were elated. We had many harrowing experiences over the last four years as a result of our windshield wipers. You can imagine our disappointment when, after taking the vehicle to the dealer, LaBadie Olds, we were told the recall only covered Suburbans manufactured between 1994 - 1997.

I then called the Customer Relations phone number listed in the Owners Manual and spoke to a person who gave me Customer File Service # 1-112091407, and again I was advised that our vehicle was not included in the recall.

My daughter has a 1994 Suburban and the part number on her windshield wiper motor is; 5049372 - 012 - 942A - CD4, and is being replaced. My son - in - law has a 1994 Chevrolet P.U. and the part number on his windshield wiper motor is; 5049372 - 300 - 931A - CD4, and is being replaced. My windshield wiper motor part number is; 5049372 - 304 - 021A - CD4, and is not being replaced. Why? The numbers on all three vehicle seem similar enough that one would

think the parts are all of the same vintage or lot #.

Also, our vehicle has never been involved in an accident so I know the defective windshield wiper motor was not caused by that.

My first experience with the problem occurred while enroute to Traverse City from Bay City. It happened in 1999 just south of Cadillac, when I ran into a very heavy rain. I turned on the windshield wipers and – nothing!!! I parked on the shoulder of the road for approximately 30 minutes until the rain let up enough where I could drive without windshield wipers.

Over the last four years I have had numerous times where the windshield wipers would not work, or if they did start to work I would be driving along and all of a sudden they would quit. Another problem I had was if a big truck passed me and splattered my windshield with snow and mud, I would try to use my windshield washer, which would not work. As I stated, over the last four years we have had quite a few harrowing encounters.

Why didn't I get the windshield wipers fixed you ask ? Number one is that we would drive straight thru to Ft. Meyers, Fl. from Bay City, or vice versa, and often the problem would occur in the middle of the night. Other times when it occurred during the day and we would stop at a garage we would be told that it might take a day or two to repair and we would have to rent a motel room. Other times it was obvious that the garage person was just going to be going on a fishing expedition as he really didn't know where to start. Most often they wanted to start with the control lever on the steering column. Being retired and on a fixed income I really couldn't afford to go this route. Why not go to a dealer ? Again, living on a fixed income one tries to save money wherever you can, and dealer garages aren't cheap. Besides, over the last four years it only happened about thirty or forty times.

The question in my mind, and I'm hoping you will be kind enough to explain it to me is; if my problem is identical to the problems of the vehicles being recalled, what is the reason my vehicle is not being recalled?

Thank you in advance for your assistance and help in finding the answer to my question.

Sincerely

Bay City, MI