



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 100147

Date Received

17-JUL-2003

Repository ☐

Reference No.

10029486

OWNER INFORMATION (Type or Print)

Name

Address

City

MCLEAN

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of a signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 8/12/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GNFK16K5RJ361533

Make

CHEVROLET

Model

SUBURBAN

Model Year

1994

Date Purchased

MARCH 1994

Dealer's Name and Telephone Number

HERITAGE CHEVROLET

Engine:

No. Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

REISTERSBURG MD

State

MD

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4X4

Vehicle Component Code

136000 VISIBILITY: WINDSHIELD WIPER/WASHER

Multiple Failure: ☒ FAILS AT RANDOM/MULTIPLE

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-MAY-2003

Failure Mileage

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: DOTM19ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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).

CONSUMER STATES THAT WINDSHIELD WIPERS WORK INTERMITTENTLY. DEALER NOTIFIED. *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 responses 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 responses, 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)

I became aware of a NHTSA recall 98 V150001 regarding windshield wiper
 working intermittently. I was experiencing the same problem so I called GM Cust
 Service. I spoke with Jeff Alkman @ 866-932-4368 Ext. 35087 and was
 assigned a business agent to 1-112-706965.

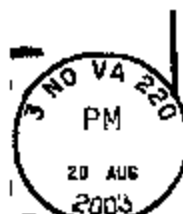
After speaking with the Alkman agent twice he finally said the Vin no longer outside of the recall
 but loved offering me a \$3000 "Loyalty" Certificate towards a new GM vehicle.
 Then after him I felt compelled to report this matter to NHTSA because this
 is a safety issue. He quickly withdrew the offer.

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 \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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

1-888-327-4238

DOT Auto Safety Hotline
 (DASH) 2 DOT



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