



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

Date Received: 2003 SEP 12 PM 1:26
11-AUG-2003
Repository:
Reference No.: 10033562

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: GARFIELD HEIGHTS State: OH 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?
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 8/24/03 YES NO

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side: 1GBDM19W7WB108927
Make: CHEVROLET Model: ASTRO Model Year: 1998
Date Purchased: 3/28/98 Dealer's Name and Telephone Number: Tim Lally Chevrolet 440-232-2000
Original Owner: Dealer's City: Bedford, OH State: OH Zip Code: 44146
Engine: No. Cylinders: [Redacted] Fuel Type: [Redacted]
Transmission Type: Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: 137200 VISIBILITY (REAR) WINDOW WIPER/WASHER: MOTOR
 Cruise Control Multiple Failure: 1 SEE ATTACHED LETTER

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 11-AUG-2003 Failure Mileage: [Redacted] Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM15ABC036): [Redacted] Original Equipment Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

INTERMITTENTLY WINDSHIELD WIPERS BECOME INOPERABLE, OBSTRUCTING THE DRIVER'S VIEWS. DEALER SORRY, THERE WAS NO RECALL ON THIS VEHICLE. A RECALL HAD BEEN ISSUED ON SIMILAR MAKES AND MODELS, HOWEVER THIS VEHICLE 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 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.


Garfield Hts., OH 

Re: 1998 Chevrolet Astro Van
VIN 1GBDM19W7WB108927
Pulse control module – for windshield wipers

This problem is for the front windshield wipers -- driving on the highway 60-65 mph when it begins to rain -- try to turn on the windshield wipers and they do not start. This is a very dangerous situation as visibility is zero in a heavy downpour, you are in the middle lane of several lanes of traffic. Pulled over to the side of the road, stopped and kept trying to get the windshield wipers going. After several tries (5 or more) the windshield wipers might start, but usually not. This has happened about 5 times in the last 6 months.

The next thing to do is raise the hood of the car and take a stick or something and hit the box housing the motor -- this is on the wall of the car - usually this will get the motor going. After shutting off the wipers, the next time you need them they might work and work several times, and then quit again. They have shut off by themselves after being on and working well for several minutes.

Called the service department where the car was purchased -- was told that there was a recall on this 'pulse control module' for 1995, 1996 and 1997 Astro vans. 1998 was not included in the recall. I then called GMAC and reported this problem again and mentioned the recall, but was told that since I have a 1998 van, it was not included in the recall. When I asked if it was possible I had the same motor in my van as in the 1997 van, I was told it was possible, but was not included in the recall because I have a 1998 van.

This is a very dangerous thing --

This morning when driving in the rain, the windshield wipers worked -- after getting home and trying them again, (1 hour later and no rain), the wipers would not go on.

