



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
2003 SEP 23 AM 12:04
14-AUG-2003

Repository
Reference No.
10033964

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BERLIN State CT Zip Code [REDACTED]

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

Do you authorize NHTSA to receive a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of [REDACTED] provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GKDT13W3T2571994
Make GMC Model JIMMY Model Year 1996
Date Purchased 9/30/02 Dealer's Name and Telephone Number: Town & Country GMC 800-462-8782 Engine: No. Cylinders 6 Fuel Type:
Original Owner Dealer's City Middletown State CT Zip Code [REDACTED]
Transmission Type [REDACTED] Antilock Brakes Powertrain [REDACTED] Vehicle Component Code 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
 Cruise Control Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18-JUL-2003 Failure Mileage 15 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: DOTM19ABC036) 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).

CONSUMER IS HAVING THE SAME PROBLEMS AS STATED IN RECALLS 01D18D00 LOWER BALL JOINT; RECALL 03V159000 WINDSHIELD WIPER MOTOR, AND TRANSMISSION. RECALL NUMBER UNKNOWN. DEALER WILL NOT REPAIR BECAUSE VIN WAS NOT INCLUDED. AK

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

Sep. 5th, 2003

(1)

National Highway
Traffic Safety
Administration

In Sep. 30th, 2002 I purchase a GMC Jimmy at Town & Country in Middletown as a "Certified used vehicle". At that time above dealer replaced a left lower ball joint because there was a cracking noise coming from front of the vehicle. After that when the first snow come I couldn't use a 4wd because transfer case needed to be replaced and I paid for it.

After that I start developing so many problems with a vehicle. Windshield wipers sometimes will work or will not work at all. There was a loud cracking noise coming from the front right side of the vehicle when I turn a steering wheel.

On May 12th, 2003 I drove my vehicle to the Gallagher GMC in New Britain to check what is wrong with a vehicle. Only thing that they found is a transmission. They told me that probably I will need a new transmission and ignition switch, but they couldn't told me

(2)

why until they tear down a transmission and found out. Tearing down transmission will cost me approx. \$ 300.00 and if I need a new transmission and ignition switch it will cost me approx. \$ 3330.00. They didn't check anything else. At that time I couldn't pay for repairs it was too much.

On May 25th, 2003 I run a vehicle history report on my vehicle to see if there any clue that may be connected to the problems that I have. Vehicle report was good and I checked for a recall where I found that all problems that I have are listed as a recall for 1996 GMC Jimmy. Windshield wipers recall # 03V159000 or 98V150001. Ball joints recall # 01I018000 or 01V200000. Transmission recall # 96V035000.

My vehicle is manufactured in June 1996. Most of the recall are for the vehicle that are manufactured until May 1996. In June I called a GMC and I spoke with their rep. (don't know her name) I explained to her about a problems that I have and is there anything that

③

they could do to help me (like cover some expenses). Rep. told me that my vehicle don't have any opening recall and they can't cover anything because my vehicle is manufactured in June 1996 and recall doesn't apply to my vehicle, expect one recall and that is a ball joints and that they are done before. I ask her it is a upper or lower ball joints and she told me she is not sure. She also told me if I have any problems with a any ball joints dealer should repair free of charge because they have a special policy for people with affected vehicle and that is for perid of 8 years or 100,000 mile, whichever occurs first regardless of ownership.

On July 15th, 2003 I was driving on highway on a heavy rain when windshield wipers stop working and I don't know how I avoided a crash, but I did.

On Aug. 20th, 2003 I drove my vehicle

back to the Gallagher to repair
 vipers and ball joints and to check
 transmission main shaft output maybe
 that is the reason why I need a new
 transmission. After few hours David
 MacMeekin (person who took the job)
 called me at work to tell me what is
 wrong. He said vehicle need a new
 cover board for a windshield vipers,
 lower ball joints and arm. I told him
 that I spoke with a GMC rep. and that
 lower ball joints and arm is a recall
 # 01V200000 and that they should repair
 free of charge. He said that he will
 call GMC. I spoke with him later that
 day and he told me that GMC will
 not cover anything and there is no
 recall on my vehicle and that repair will
 cost me approx. \$ 1000.00. I give him a
 permission to go ahead and repair and
 that I will call GMC latter.

I paid repair \$ 943.05.

On Sept. 2nd, 2003 I spoke with a GMC

5

rep. Talvi Watia and explain to him everything he told me that he don't know much about a recalls and he transfer me to a specialist for recalls. I spoke with him and he told me that viper recall will not be covered and that ball joints should be covered. He called Gallagher and spoke with them. I was on hold at that time. When he returned to the conversation with me he told me that they will cover windshield vipers cover board and that both ball joints and arm is repaired a long time ago and that they can't give me money back because I am not a originally owner of the vehicle. I told him about a special policy that GMC have and he told me yes they have but again doesn't apply to me because of the ownership. First, Gallagher denied that they repaired a cover board on my vehicle because they maid a mistake on a repair receipt. I went to the Gallagher and fixed a

misunderstanding and they promise to me that they will send me a check for a cover board about \$ 63.00.

Gallagher told me that upper ball joints was repaired and that they are new but lower ball joints and arm is a original part and they are cracked and in a bad condition and need to be replaced.

I came to the conclusion that a dealer who replaced a upper ball joints charged a GMC for upper and lower ball joints and arm and they never replaced a lower ball joints and arm.

Gallagher found that there is a leak on transmission main shaft output and they sealed that.

I would like to get my money back for a ball joints and arm because that is a recall and I would like to get transmission checked and see is there any conection with a recall and if is it, I would like to get my transmission

7

replaced. Dealer need to use a special tool to check that but I can't paid for it. I would like to get free check just like is stated in recall # 96V035000.

I'm giving you a my permission to send a copy of my letter and any forms that I send to you to the GMC, maybe someone else have a same problems like me.

If you need any more information please call me @ (860) 829-2367

Vehicle VIN # 1GKDT13W3T2571994

Sincerely,

[REDACTED]
[REDACTED]
Berlin, CT [REDACTED]

ph# [REDACTED]



Save Money ♦ Free Price Quotes ♦ Financing As Low As 3.99% APR ♦ Free Insurance

HOME NEW CARS USED CARS CAR REVIEWS TIPS & ADVICE OWNERSHIP CAR DISCUSSIONS

Maintenance, Recalls and TSBs

Get information for other cars

♦ Recall Quick Look

1996 GMC Jimmy 4 Dr SLT 4WD Wagon



1. SUSPENSION:INDEPENDENT FRONT CONTROL ARM UPPER:BALL JOINT
2. SUSPENSION:INDEPENDENT FRONT CONTROL ARM UPPER:BALL JOINT
3. VISIBILITY:REAR WINDOW WIPER/WASHER:MOTOR
4. POWER TRAIN:TRANSMISSION:6 SPEED AND UP
5. FUEL:FUEL TANK ASSEMBLY
6. INTERIOR SYSTEMS:SEAT AND SHOULDER BELTS AND BELT ANCHOR:OTHER PARTS
7. VISUAL SYSTEMS:WINDSHIELD WIPER AND WASHER
8. BRAKES:HYDRAULIC:ANTI-SKID SYSTEM
9. BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Nature of Defect:

1. SUSPENSION:INDEPENDENT FRONT CONTROL ARM UPPER:BALL JOINT

Vehicle: 1996 GMC Jimmy

Defect Description:

This is not a safety recall in accordance with the Safety Act. However, it is deemed a safety improvement campaign by the agency. Vehicle Description: 1996-1997 4-wheel drive Chevrolet Blazer, GMC Jimmy, and Oldsmobile Bravada sport utility vehicles. Some owners have had to pay for replacement of the upper ball joints that have separated. GM is providing a special policy to these owners to cover upper ball joint replacement if the customer followed the recommended maintenance schedule for the chassis lubrication and the vehicle still required the replacement of the upper ball joints due to separation.

Consequence of Defect:

This could cause a loss of steering control of the vehicle.

Corrective Action:

GM has decided to conduct a Customer Satisfaction Campaign to replace the upper ball joints on affected vehicles. This special policy is for a period of 8 years or 100,000 miles, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. The upper ball joint replacement, due to separation, will be made at no charge to the customer during this period. Owners can contact Chevrolet at 1-800-222-1020, GMC at 1-800-852-4389, or Oldsmobile at 1-800-442-8537, concerning this program.

Nature of Defect:

2. SUSPENSION:INDEPENDENT FRONT CONTROL ARM UPPER:BALL JOINT

Recall Number: 01V200000
 Dates Manufactured: NOV 1995 to JUN 1996
 Number of Vehicles Affected: 48600
 Date Owners Notified On: N/A



010248
 01049
 Recall Number: 011018000
 Dates Manufactured: N/A to N/A
 Number of Vehicles Affected: N/A
 Date Owners Notified On: N/A

Vehicle: 1996 GMC Jimmy

Defect Description:

Vehicle Description: Sport utility vehicles originally sold or currently registered in the states of Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and in the District of Columbia. Failure of an upper and lower control arm ball joint assembly could occur due to corrosion.

Consequence of Defect:

This can result in impaired steering or steering loss, or a partial or complete collapse of the front suspension, increasing the risk of a crash.

Corrective Action:

Dealers will replace both upper ball joints. Owner notification began September 4, 2001. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Chevrolet at 1-800-222-1020, GMG at 1-800-462-8782, or Oldsmobile at 1-800-442-8537.

Nature of Defect:

3. VISIBILITY:REAR WINDOW WIPER/WASHER:MOTOR

Recall Number: 03V159000
Date Manufactured: JUN 1996 to SEP 1996
Number of Vehicles Affected: 1755876
Date Owners Notified On: N/A

Vehicle: 1996 GMC Jimmy

Defect Description:

ON CERTAIN MINIVANS, PICKUP TRUCKS, AND SPORT UTILITY VEHICLES WITH CERTAIN MODEL-ENGINE COMBINATIONS, THE WINDSHIELD WIPER MOTOR MAY FAIL DUE TO CRACKED SOLDER JOINTS ON THE CONTROLLER CIRCUIT BOARD. THE WINDSHIELD WIPERS COULD WORK INTERMITTENTLY OR NO

Consequence of Defect:

IF THIS WERE TO OCCUR DURING BAD WEATHER, DRIVER VISIBILITY WOULD BE REDUCED, WHICH COULD RESULT IN A CRASH.

Corrective Action:

DEALERS WILL REPLACE THE WIPER MOTOR CIRCUIT BOARD AND COVER. OWNER NOTIFICATION IS EXPECTED TO BEGIN DURING MAY 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A RE

Nature of Defect:

4. POWER TRAIN:TRANSMISSION:5 SPEED AND UP

Recall Number: 96V035000
Date Manufactured: AUG 1995 to JAN 1996
Number of Vehicles Affected: 24906
Date Owners Notified On: N/A

Vehicle: 1996 GMC Jimmy

Defect Description:

SOME OF THESE TRUCKS WERE BUILT WITH TRANSMISSIONS CONTAINING PARTS WHICH WERE NOT MACHINED TO GM'S SPECIFICATIONS.

Consequence of Defect:

THESE TRANSMISSIONS COULD SEIZE AND LOCK THE REAR DRIVE WHEELS WHILE THE TRUCK IS BEING DRIVEN CAUSING A LOSS OF VEHICLE CONTROL INCREASING THE POTENTIAL FOR A VEHICLE ACCIDENT.

Corrective Action:

DEALERS WILL INSPECT THE TRANSMISSION MAIN SHAFT OUTPUT TORQUE USING A SPECIAL TOOL. IF THE OUTPUT TORQUE DOES NOT MEET SPECIFICATIONS, THE TRANSMISSION WILL BE REPLACED.

99041

96080

Nature of Defect:
5. FUEL-FUEL TANK ASSEMBLY

Recall Number: 95V234000
Date Manufactured: MAR 1995 to JUL 1996
Number of Vehicles Affected: 432183
Date Owners Notified On: NOV 1995

Vehicle: 1996 GMC Jimmy

Defect Description:

Vehicle Description: 4-door, 4-wheel drive and all-wheel drive multi-purpose passenger vehicles. During development testing, the prop shaft contacted the inboard side of the fuel tank allowing fuel leakage. This leakage was in excess of the amount permitted by FMVSS 301, "Fuel System Integrity."

Consequence of Defect:

If an ignition source is present, and there is a fuel leak, a fire could occur.

Corrective Action:

Dealers will install additional shielding of the fuel tank. This will be added without removing or disassembling the fuel system.

Nature of Defect:
6. INTERIOR SYSTEMS: SEAT AND SHOULDER BELTS AND BELT ANCHOR: OTHER PARTS

Recall Number: 97V096001
Date Manufactured: MAR 1995 to AUG 1996
Number of Vehicles Affected: 566058
Date Owners Notified On: N/A

Vehicle: 1996 GMC Jimmy

Defect Description:

Vehicle Description: Extended cab pickup trucks equipped with 60/40 front bench seats and extended cab pickup trucks and 2-door utility vehicles equipped with manual locking recliner bucket seats. The outboard safety belt webbing on the driver's and/or passenger's seat can separate during a frontal impact.

Consequence of Defect:

If a separation occurred and there were secondary crash events or vehicle rollover, there would be no belt restraint of the occupant and increased injuries could occur.

Corrective Action:

Dealers will install a protective cover over the recliner mechanism.

Nature of Defect:
7. VISUAL SYSTEMS: WINDSHIELD WIPER AND WASHER

Recall Number: 96V150001
Date Manufactured: AUG 1994 to MAY 1996
Number of Vehicles Affected: 1557585
Date Owners Notified On: N/A

Vehicle: 1996 GMC Jimmy

Defect Description:

Vehicle Description: Light duty pickup trucks and sport utility vehicles, 2 and 4-wheel drive. Solder joints near the wiring harness connector can crack causing the windshield wipers to work intermittently.

Consequence of Defect:

This condition can result in inoperative wipers, reducing a driver's visibility, and increasing the risk of a vehicle crash.

Corrective Action:

Dealers will replace the wiper-motor circuit board and cover.

Nature of Defect:
8. BRAKES-HYDRAULIC: ANTI-SKID SYSTEM

Recall Number: 991006000
Date Manufactured: N/A to N/A

Number of Vehicles Affected: 2400000

Date Owners Notified On: N/A

Vehicle: 1996 GMC Jimmy

Defect Description:

This is not a safety recall in accordance with the Safety Act. However, it is deemed a safety improvement campaign by the agency. Vehicle Description: Certain light duty pickup trucks, sport utility vehicles, or minivans equipped with 8-sensor ABS (antilock braking system) EBC4 units.

Consequence of Defect:

These vehicles can experience extended stopping distances during ABS stops on certain multiple surfaces, increasing the risk of a crash.

Corrective Action:

Dealers will modify the computer program which operates the ABS unit on some vehicles, or replace the computer on others to improve the performance of the ABS on these surfaces.

Nature of Defect:

8. BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Recall Number:

99V193000

Date Manufactured:

N/A to N/A

Number of Vehicles Affected:

1125749

Date Owners Notified On:

N/A

Vehicle: 1996 GMC Jimmy

Defect Description:

Vehicle Description: Certain 4-wheel drive pickup trucks and sport utility vehicles equipped with ABS (antilock braking system) manufactured from September 1999 through August 1999. Under certain driving conditions the switch which signals the ABS system whether the vehicle is in 2-wheel or 4-wheel drive can malfunction causing increased stopping distances during ABS stops while in the two-wheel drive mode.

Consequence of Defect:

If this occurred at a time when minimum stopping distance was required, a vehicle crash could occur without prior warning.

Corrective Action:

Dealers will replace or repair the 4-wheel/2-wheel drive switch.

[Back to top](#) ^

[Home](#) | [New Cars](#) | [Used Cars](#) | [Car Reviews](#) | [Tips & Advice](#) | [Ownership](#) | [Car Discussions](#) | [Search](#) | [About](#) | [Help](#) | [Site](#)

© 1995-2003 Edmunds.com, Inc.

[Legal Notices](#)

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**