



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 1367

Date Received

16-SEP-2003

Repository

Reference No. 10040010

2003 SEP 12 PM 7:37

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City EAST HARTFORD State CT 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 9/11

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1GTGK29R6TE525156

Make GMC

Model Sierra 4

Model Year 1996

Date Purchased

Dealer's Name and Telephone Number  
GALLAGHER BUICK GMC 1800-932-8971

Engine:  
No. Cylinders 8

Fuel Type: Gas

Original Owner

Dealer's City  
NEW BRITON

State CT

Zip Code [REDACTED]

Transmission Type  Antilock Brakes  
 Cruise Control

Powertrain

Vehicle Component Code  
136200 VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 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

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).

RECALL 03V159000 DEALERSHIP REPLACED DEFECTIVE COMPONENT FOR WINDSHIELD WIPERS WITH A BAD PART. THIS MADE WINDSHIELD WIPERS INOPERATIVE. ALSO, DEALERSHIP MISJUDGED THE CAUSE OF THE WINDSHIELD WIPERS FAILURE, AND WANTED TO CHARGE CONSUMER FOR A PART THAT THEY THOUGHT WAS THE CAUSE OF THE PROBLEM. \*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 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)

They did recall work. Their wiper would not shut off. They told me something else was wrong and gave me an estimate for \$450.00. The manager asked me if I wanted the old part put back in. I said yes. They new work fine. After arguing with him he changed the wiper again. Then it worked. I have the est.

I feel the dealer tried to take me for a ride?



ATTACH ADDITIONAL SHEETS IF NECESSARY

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

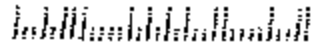


NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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



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OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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