



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 100145

Date Received 2003 NOV -5 01:12:32
15-SEP-2003

Repository
Reference No. 10040027

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City BRADFORD 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? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 11/5/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GCEK14Z9R [Redacted]
Make CHEVROLET Model PICKUP Model Year 1994
Date Purchased Oct 1993 Dealer's Name and Telephone Number Ron Garrett
Original Owner [Redacted] Dealer's City Greenville State OH Zip Code 45331
Engine: No. Cylinders 6 Fuel Type: Gasoline
Transmission Type Automatic Antilock Brakes Cruise Control Powertrain [Redacted]
Vehicle Component Code Front 137200 VISIBILITY:BEAR WINDOW WIPER/WASHER: MOTOR
Multiple Failure: Many

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-SEP-2003 Failure Mileage [Redacted] Failure Speed [Redacted] Front windshield wipers

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

The Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P235/65R15)
DOT No. (Example: DOTMALSABC036) Original Equipment Prior Repair Failure Location: [Redacted]
The 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).

WINDSHIELD WIPERS FAILED INTERMITTENTLY. THERE WAS A RECALL ISSUED; HOWEVER THIS VEHICLE WAS NOT INCLUDED DUE TO VIN. I have contacted General Motors Customer Service and talked with them about my problem. Even the supervisor I spoke with would not tell me why my vehicle was being discriminated against. This recall involving the wipers. They gave me the impression that they were trying to hide something. I don't know why they couldn't be open and honest and answer my questions. (over)

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 when 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, as a statistical survey result, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I think they are trying to avoid expanding the recall for other vehicles that are experiencing the same problem.

I would like some answers as to why my vehicle is experiencing the same symptoms as the vehicles involved in the recall but my vehicle is being excluded. I hope you can help.

Obviously, wipers that quit working while driving in a rainstorm is a serious safety hazard. General Motors needs to take this "safety issue" problem seriously as well.

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20560
Official Business
Penalty for Private Use \$300



ATTACH ADDITIONAL SPECIALS IF NECESSARY



NO POSTAGE
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FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL, 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 20560



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



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DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

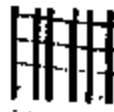
**VEHICLE
OWNER'S**

My name is [redacted] and you received my
Vehicle Owner Questionnaire on 9/16/03. The reference
no. is 10040027. I have not heard back from you
and would like to know the status of your investigation
on this problem. I can be reached at [redacted]
Thank you.

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Office of Defects Investigation, ~~Room 5318~~ Rm 5318
400 7th Street, SW
Washington, DC 20590



Antoni Ariani
3/29/04

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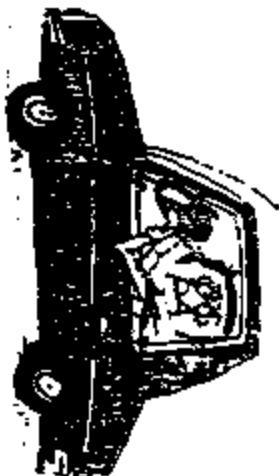
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