



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

Repository

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Reference No.  
10048375

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
 Address: [Redacted]  
 City: BLOOMSBURG State: PA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:  
 Evening Telephone Number:

Do you authorize NHTSA to use the name of this person in the name of your vehicle?  
 In the absence of [Redacted] address to the vehicle manufacturer.  YES  NO  
 Signature of Owner: [Redacted] Date: 12/28/03

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNFK16KZP396588E  
 Make: CHEVROLET Model: SUBURBAN Model Year: 1993

Date Purchased: Sept 1996 Dealer's Name and Telephone Number: Alexander Family Dealers  
 Original Owner: [Redacted] Dealer's City: Bloomsburg State: PA Zip Code: 17815  
 Engine: No. Cylinders: 8 Fuel Type: GAS

Transmission Type: Auto  Antilock Brakes:  Powertrain: 4WD  
 Cruise Control  
 Vehicle Component Code: 136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR  
 Multiple Failure: 4

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

Incident Date(s): ? Failure Mileage: 118000 Failure Speed: Faulty solder connections on circuit board - Per Recall

**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: DOTM1A9ABC036)  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).

TRUCKS WINDSHIELD WIPER QUITS WORKING WHEN IN USE. THIS IS AN INTERMITTENT PROBLEM. THERE'S A RECALL ON THE WINDSHIELD WIPER MOTOR 03V159000, BUT THE MODEL YEAR IS OUTSIDE OF THE REMEDY SCOPE. \*PH  
 THIS SUBURBAN IS ONE OF TWO IN HOUSEHOLD AND BOTH ARE HAVING SAME TROUBLE

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 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 enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.