



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: 2004 JAN 19 11:49:52
03-DEC-2003
Repository
Reference No.: 10048954

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: COLFAX State: NC 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: [REDACTED] Date: 3/17/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GDC14K5R [REDACTED]
Make: CHEVROLET Model: PICKUP Model Year: 1994
Date Purchased: 2000 Dealer's Name and Telephone Number: FROM INDIVIDUAL
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Engine: No. Cylinders: 8 Fuel Type: [REDACTED]
Transmission Type: Auto Antilock Brakes: Powertrain: [REDACTED]
Cruise Control: Vehicle Component Code: 136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR
Multiple Failure: MANY ~ 20-25

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-DEC-2003 Failure Mileage: 79000 Failure Speed: ALL
RWS Brake 76 M

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/B5R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [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: 0 Number of Deaths: 0 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. A RECALL WAS ISSUED; HOWEVER, THIS VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO VIN.*AK

① WITH NO WARNING, WINDSHIELD WIPERS STOPPED OPERATING. LATER IN DAY WEATHER, THEY WORKED AGAIN. AGAIN INTERMITTENT FAILURE, EVEN IN RAIN. ② EXTREMELY DANGEROUS TO DRIVE IN RAIN WITHOUT W-IPERS.
③ WINDSHIELD PART GM 12463090 REPLACED. I HAVE OLD PART. FAILURE OF SOLDER JOINTS EVIDENT AND COMPARED EXACTLY TO PICTURES ON GOOGLE SEARCH UNDER GM RECALL 03023. REPLACEMENT AT FORD CHEVROLET W/VOICE CTC341377 12/3/03

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)

Multiple contacts to Dealer, GM assistance phone and email
got sympathy but nothing else. From research it is evident
that this defect is more widespread than current recalls -

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



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73175 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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590
http://www.safercar.gov

Mr. James Berry, General Sales Manager,

I have attached a letter that I sent to GM today regarding a safety defect on windshield motor repairs GM recalls 03023 and 98043. I suspect you are aware of these defects.

I found your recent service courteous. I found your charges high relative to the service time required to perform the repair. I found the part cost high, especially for a known safety defect. Your service manager confirmed that shop time was 1 hour after I asked your customer service person to check. See my comments on this issue in the letter attached to GM.

I also did receive a letter from one of your sales people offering me a good deal on a new truck referring to my recent visit. The overcharge on one hand and passing on my name and address to your sales people did leave me with mixed messages.

I would like, what you think is, a fair reimbursement for the issues under your control. I understand you need to make a fair profit, but not an excess one on a safety defect. It sends the wrong message about your dealership. If you have influence with the district GM person, then I would appreciate your intervention with him/her as well.

I am following your instruction on my invoice...100% customer satisfaction is our goal. If you are happy with our service tell your friends, if not tell us. That is what I am doing!

If you have questions or comments, please let me know.

December 10, 2003

General Motors
300 Renaissance Center
Detroit, MI 48265-3000
Attn: Mr. G. Richard Wagoner, Jr.

Dear Mr. Wagoner,

Re: Lack of Safety Recall-Windshield Wiper/washer Motor for 1994 Chevrolet C/K Pickup VIN 1GCDC14K5R[REDACTED]

Dear Mr. Wagoner,

We have a simple request, please add VIN 1GCDC14K5R[REDACTED] to either GM Safety recall 03023 or 98043!

While my wife was driving her 1994 Chevrolet C/K pickup IN THE RAIN, the windshield wipers stopped. Obviously, this is/was a dangerous situation. For a while we thought this problem was particular to our vehicle. Much to my surprise, when I searched recalls on www.Recalls.gov, I found this specific defect described precisely as we had experienced in GM recall 03023...and later I found it also in 98043.

I called my local Chevrolet dealer, Parks Chevrolet in Kernersville, NC. The gentleman said he would check. He did and ...SURPRISE!!! our vehicle was NOT included. I did further research and found this defect was well known for at least 5 years. I called GM assistance and spoke with Donna Torelli. She

confirmed that our vehicle was not included even in "special situations", took the information, assigned a file number [REDACTED] And told me to keep my receipts because she could do nothing further. Subsequent notes to GM assistance center asking for a person's name and address with authority got me absolutely nowhere. All the GM contacts were courteous to me, just not able to solve the problem.

Parks Chevrolet did replace GM#12463090 (cost \$54.55) with a labor charge of 1 hour, even though it took less than 30 minutes (three screws do not take long). Total cost of \$132.61 The old part shows exactly the same solder joint problem that is in similar pictures on the internet. Obviously, I resent GM or Parks making money on a known safety defect.

My logical mind says, it is very easy to measure the number of parts GM# 12463090 you are selling. Personnel I asked in my Parks Chevrolet contacts and GM contacts all said it is a familiar problem, repaired many times. This would obviously tell you the extent of this safety issue.

And I am convinced if your wife had been driving this truck, the problem would be solved! I expect nothing less from the leader that you are.

Please do the right thing and add affected models to this recall for your current and future customers!

Sincerely,

[REDACTED]
Coffax, NC
[REDACTED]

December 10, 2003

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Please do the right thing and add affected models to this recall for your current and future customers!

Sincerely,

[REDACTED]
Colfax, NC
[REDACTED]

Dear Esther Clarke, Peter Rutz, Keasha Fields, Joanie Martin, Donna Torelli,

Thank you for your responses...4 so far plus one phone response. So far nobody is addressing my question as to who is a contact with interest and/or authority to contact. Is it because none of you have or know the information or are forbidden to share? Each of you mention passing on information to Donna Torelli. When I spoke with her, she basically took information, checked and said in effect "keep your receipts and good luck". That is the reason I made email contact, hoping someone had contacts with a person of responsibility and authority to respond.

Is there anybody out there that can pass me on to the next stage/person?

Thanks,

Forwarded Message:

Subj: RE: Fwd: Windshield wiper defect, not included in GM recall 03023, 1994 Chevrolet...

Date: 12/4/03 1:58:45 PM Eastern Standard Time

From: cac@chevrolet.com

To: [REDACTED]

Sent from the Internet (2am/03)

Dear Mr. [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking the time to write regarding your 1994 Chevrolet pickup. We sincerely apologize for the windshield wiper concern you have experienced with your vehicle.

Please consider this confirmation of our receipt of your email. In addition, we have added the information you provided to request number [REDACTED], and sent a notification to Donna Torelli, the Customer Relationship Manager who is managing your file.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

Esther Clarke
Customer Relationship Manager
Chevrolet Customer Assistance Center

Originating Email Address: [REDACTED]
#Subject=RE: Fwd: Windshield wiper defect, not included in GM recall 03023, 1994 Chevrolet...

-----Original Message-----

From: [REDACTED]

Sent: 12/4/03 11:58:52 AM

To: cac@chevrolet.com

Subject: Fwd: Windshield wiper defect, not included in GM recall 03023, 1994 Chevrolet..

Dear Peter Ruiz, Kasha Fields, and Joanie Martin,

Thank you for your responses...from all three of you so far.

Based on the last three responses, how can I make contact with someone with more authority to address the issue of a 5 year plus safety recall that is not being addressed for my vehicle even though it has the very same problem for the very same year?

Please read attached notes if you need reference.

I look forward to a non form letter response. If you are not able to help, then direct me to someone who can respond or tell me you cannot help.

[REDACTED]
Dear Kasha Fields,

Thank you for your response.

My question for you is who and what address is the right person to contact. It is obvious to me (and I suspect others in my similar situation) that my vehicle should be included since it has precisely the same symptoms.

Can you provide me with appropriate contacts that are decision makers, please. Can you forward this email to others who may help in this decision?

Thanks
[REDACTED]

P. S. My repair cost me \$132 today. It took 30 minutes. The service people told me they had replaced "a lot" with the same problem

Forwarded Message:

Subj:RE: Windshield wiper defect, not included in GM recall 03023, 1994
Chevrolet C/K P/U
Date:12/3/03 12:18:09 PM Eastern Standard Time
From:cap@chevrolet.com
To: [REDACTED]
Sent from the Internet (Details)

Dear Mr. [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking the time to write us.

Please consider this confirmation of our receipt of your email. In addition, we have added the information you provided to request number [REDACTED] and sent a notification to Donna Torelli on your behalf.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

Kisha Fields
Customer Relationship Manager
Chevrolet Customer Assistance Center

#Subject=RE: Windshield wiper defect, not included in GM recall 03023, 1994
Chevrolet C/K P/U

-----Original Message-----

From: [REDACTED]
Sent: 12/3/03 12:44:46 PM
To: cac@chevrolet.com
Subject: Windshield wiper defect, not included in GM recall 03023, 1994
Chevrolet C/K P/U

Dear Joanie Martin,

Thank you for your prompt response. Thank you for acknowledgement of my complaint. Thank you for checking my my file number [REDACTED] made with Donna Torelli.

I understand you do not set policy or decide which VIN numbers are part of a recall. I understand my current option is fix this safety related problem and pay for it while hoping it may someday be included in a recall and be reimbursed.

Of course, I do not understand why this precise defect listed for other 1994 Chevrolet trucks is not applicable for my vehicle.

My question for you is who and what address is the right person to contact. It is obvious to me (and I suspect others in my similar situation) that my vehicle should be included since it has precisely the same symptoms.

Can you provide my with appropriate contacts that are decision makers, please. Can you forward this email to others who may help in this decision?

Thanks for your help so far. I hope we can complete the task and do the right thing.

[REDACTED]

Dear Joanie Martin,

Thank you for your prompt response. Thank you for acknowledgement of my complaint. Thank you for checking my my file number [REDACTED] made with Donna Torelli.

I understand you do not set policy or decide which VIN numbers are part of a recall. I understand my current option is fix this safety related problem and pay for it while hoping it may someday be included in a recall and be reimbursed.

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Can you provide me with appropriate contacts that are decision makers, please. Can you forward this email to others who may help in this decision?

Thanks for your help so far. I hope we can complete the task and do the right thing.

[REDACTED]

Forwarded Message:

Subj: RE: Chevrolet Other
Date: 12/3/03 10:54:57 AM Eastern Standard Time
From: cac@chevrolet.com
To: [REDACTED]
Sent from the Internet (508) 3

Dear Mr. [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking the time to send us your information and inquiry regarding your 1994 Chevrolet C/K Pickup. We understand that you are experiencing an intermittent with the windshield wiper motor. We sincerely apologize that you are experiencing this concern with your 1994 Chevrolet C/K Pickup.

We observed that you have a service request when contacted Chevrolet Customer Assistance Center via phone. Please consider this a confirmation of our receipt of your email. In addition, we have added the information you provided as well as this response to request number [REDACTED]

Just to reiterate the previous information you were provided with, we have processed the information on your 1994 Chevrolet C/K Pickup and did not find any open recalls. Recalls are vehicle identification number specific so not all vehicles of a model year are affected.

We sincerely apologize for the inconvenience, but we here at Chevrolet Customer Assistance Center do not have the authority to include your vehicle in a recall. As previously advise by the representative you spoke with, Donna Torelli, once you have your vehicle repaired keep the receipts in the event you do receive a notice in regards to the windshield wiper motor.

If you would like to search for dealers, please visit our Web site and select the "Dealer Locator" option on the tool bar or by simply clicking on the following URL:

http://www.gm.com/automotive/vehicle_shopping/dealer_locator/

You may search for your preferred dealer by the dealer name, the city and state or by your zip code.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

Joanie Martin
Customer Relationship Manager
Chevrolet Customer Assistance Center

Originating Email Address: mygmink@gm.com
#Subject=RE: Chevrolet Other

—Original Message—

From: WebMaster
Sent: 12/3/03 10:57:11 AM
To: cac@chevrolet.com
Subject: ContactUs/Feedback Email

A user sent you the following feedback/problem.

First Name: [REDACTED]
Last Name: [REDACTED]
Subject: Owner Inquiry
My Vehicle: 1994 Chevrolet C/K Pickup
VIN: 1gcdc14k5r[REDACTED]

Message: Wind shield wiper intermittent failure precisely like Gm recall no. 03023 but vin not included. Please add to recall so my wife will not have a wreck during a rainstorm from the windshield wiper just stopping like it already has done. Please put yourself in the same situation, especially when the failure is precisely like that covered in your recall 03023.

Email Address: [REDACTED]

**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).**