



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 1358

Date Received  
2004 JUN 14  
20-4447-2002

Repository   
Reference No.  
10073986

OWNER INFORMATION (Type or Print)

Name [Redacted]  
Address [Redacted]  
City RDME State GA Zip Code [Redacted]

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

Do you authorize NHTSA to use the name or address to the vehicle manufacturer?  
Signature of Owner [Redacted]

YES  NO  
Date 6/10/04

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
PLEASE PROVIDE 2GEC19WXV1110897

Make Chevy Model PICKUP Model Year 1997

Date Purchased Jan 1997 Dealer's Name and Telephone Number Bob Williams Chevrolet

Engine: No. Cylinders Fuel Type: Gas

Original Owner  Dealer's City Augusta State GA Zip Code

Transmission Type Manual  Antilock Brakes  Cruise Control Powertrain

Vehicle Component Code 136200 VISIBILITY: WINDSHIELD WIPER/WASHER MOTOR  
Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-APR-2004 Failure Mileage 107000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make DOT No. (Example: DOTMALSABCO36) Tire Model (Name or Number) Tire Size (Example P215/65R15)  
 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).

WHILE DRIVING FRONT WINDSHIELD WIPERS FAILED INTERMITTENTLY. RECALL 03V159000 WAS ISSUED ON THIS PROBLEM. HOWEVER, DEALERSHIP WOULD NOT REPAIR BECAUSE THIS VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO VIN. \*AK

Wipers do not work more than they do work.  
Same problem as other GM models.



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