



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 100222

Date Received

2004 NOV 03

Repository

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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HORTONVILLE State: WI Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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: 11/24/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2GTEK19M8V [REDACTED]
Make: GMC Model: K-SERIES Model Year: 1997
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: Gas
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: 4 WHEEL DRIVE
Vehicle Component Code: 136000 VISIBILITY:WINDSHIELD WIPER/WASHER
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 28-OCT-2004 Failure Mileage: 78850 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R16): [REDACTED]
DOT No. (Example: DOTM1SABC036): [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: [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 STOPPED WORKING. MANUFACTURER OFFERED NO ASSISTANCE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS, IF NECESSARY.

The Privacy Act of 1974, Public Law 93-578 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, summary thereof, may be used in support of the agency's action.

GMC
P.O. Box 33172
Detroit, MI 48232

November 7, 2004

Dear Sir/Madam,

I am writing to you to so you can help save a life. My name is [REDACTED] and I own a 1997 GMC Sierra 4-wheel drive truck. I came close to being killed in it on Thursday October 28th, 2004 because of a faulty windshield washer module.

It was a very dark night, somewhat foggy with a driving rain. One of those nights with very poor visibility where your lights are not very helpful and you wish you were home. I was driving between 60 and 65mph on Hwy 441 over a long bridge. I was already feeling edgy. There were other cars ahead and behind me. There was a car passing me. Right in the middle of a bridge with no shoulder it happened the first time, my windshield wipers froze. Not just for a second, but for 5 or more seconds. I put my flashers on and then rotated the wiper switch back and forth continually until they resumed working. This happened 3 times on the same Highway that night. I was very shaken.

The next day I called Plach Automotive in New London, WI. The service man said bring it right in there has been a recall on that safety issue. He then said that there wouldn't be a charge.

Plach Auto replaced the wiper module, but did not replace the motor cover. (See receipt) and I was charged for the part because my truck ID number didn't fall under the recall. The total came to \$57.56. They were kind enough to pick up the labor cost. I paid for the module.

My husband researched the internet and found a recall relating to 1997 GMC Sierras. My husband called the GMC help line to find why we did not receive a recall notice. The help desk informed us that our unit was not part of the recall. "Not in the recall." This truck has the same issues as the trucks covered by the recall. We feel the problem covers a wider spread than your company determined. Terry Lnych at GMC was supposed to get back to us on Tuesday November 2nd, after doing some research and talking to Plach Automotive. We did not get a return call. We were given a file claim number of 1-272-861-622. I feel that is a huge safety issue and should be reported to all of the owners of any GMC truck in which that same windshield washer module was used. It could save a life.

I need to know if the motor cover needs to be replaced. I am asking to have the motor cover replaced free of charge and reimbursement for the replacement of the module, which was \$57.56. You will find enclosed, as requested, a copy of the bill and of my vehicle registration.

Thank you for your time and concern and prompt reimbursement.

[REDACTED]
Hortonville, WI [REDACTED]
[REDACTED]

cc: WI Dept. of Agriculture Trade and Consumer Protection Agency