



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

10108821

2004 DEC -7 PM 4:34

November 19, 2004

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 444702 (Refer to this number when contacting our agency)

HORTONVILLE WI

Dear Sir/Madam:

I received a complaint from _____ concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to Sandy Gadamus and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

COPY

Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

Cc: NHTSA

AMC
2/2/04
12/13/04

GMC
P.O. Box 33172
Detroit, MI 48232

November 7, 2004

COPY

Dear Sir/Madam,

I am writing to you so you can help save a life. My name is _____ 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 Lynch 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.

Hortonville, WI

WDATECP
NOV 10 2004
DIV. OF TRADE &
CONSUMER PROTECTION

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

**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).**