



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

03-FEB-2005

Repository ☐

Reference No.
10109676

OWNER INFORMATION (Type or Print)

Name

Address

City

CONTOOCOOK

State

NH

Zip Code

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?
In the absence of an authorization, NHTSA will not provide the information or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 2/24/05 ☐ YES ☒ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GNFK16R0V1

Make
CHEVROLET

Model
SUBURBAN

Model Year
1997

Date Purchased

Dealer's Name and Telephone Number
BANKS CHEVROLET-CADILLAC-OLDSMOBILE 800-439-6262

Engine:
No. Cylinders

Fuel Type:

Original Owner
☐

Dealer's City
CONCORD

State
NH

Zip Code
03301

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

136000 VISIBILITY:WINDSHIELD WIPER/WASHER

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-FEB-2005

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

The Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

The 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

Fire

☐ Yes ☒ No

☐ 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).

THE WINDSHIELD WIPER MOTOR FAILED AND THE WINDSHIELD WIPERS QUIT WORKING WHILE ENGAGED. THE MANUFACTURER IS CHARGING THE CONSUMER FOR THE WINDSHIELD WIPER MOTOR RECALL 03V159000 BECAUSE THEIR RECORDS INDICATED THAT THE RECALL WAS CLOSED OUT IN 98. THIS RECALL WAS ISSUED IN 2003. THE DEALERSHIP INSPECTED THE VEHICLE AND VERIFIED THAT THE DEFECT RECALL PART WAS NEVER REPLACED AND REPLACED IT. OTHER WINDSHIELD WIPER COMPONENTS WERE REPLACED, THE HOSE, NOZZLE ETC. *JB

This is the work that was completed in 98.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-57) states that 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.