

Still Pond, MD

E-Mail:

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April 9, 2005

Office of Vehicle Defects
National Highway Traffic Safety Administration
NSA 10.01,
400 Seventh Street S.W.
Washington, DC 20590

Dear Sirs,

This will advise you of a dangerous vehicle condition that I believe warrants your investigation and creates safety problems which I believe demand remedial action by the manufacturer.

I am the owner of a 2002 Pontiac Bonneville, VIN 1G2HX54K524. At the end of this recent winter, driving through a snow storm, the windshield wipers began erratic action: pausing, then accelerating to full speed, and then returning to a normal motion. The wipers would, upon arrival at my destination, turn off. It was not without some difficulty that I managed to get to my point of safety, given this situation. Soon after, the wipers would then not go on: the wiper motor had completely failed.

A check with other GM fleet vehicle owners revealed that this was a common problem, where water or moisture seeps into a wiper control module, the wiper commands are shorted out, with this leading to erratic motion and then total wiper failure.

This safety defect, wiper failure, could happen to anyone at any time, with perhaps even worse results- I was inconvenienced, but I got off the road soon after the failure mode commenced. One would think that for a car to have such a failure at all ought to be unusual- my casual investigation found a clear pattern. This car is three years old, certainly not one that is creaking along in an aged state: in my opinion, there is a clear wiper motor design problem here, one the manufacturer should stand up and take responsibility for.

Visiting the local dealership for repairs, the (Bob Smith Automotive Group, Easton, MD) I was further insulted by their \$40 charge to tell me that the wiper motor was bad and that

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there would be a delay in repairs: they did not have one in stock. No wonder, I sure they are hot items everytime it rains or snows. I am willing to fix my windshield wipers if I had any assurance whatsoever that the repairs would have an expectation of being permanent: given this failure scenario, this defect could reappear at any time.

Please investigate this problem: I still have no windshield wipers and am at risk if I use this car on a day where the sunshine might turn to rain. General motors and Pontiac owe me a wiper motor and they owe me a guarantee that they recognize that another failure similar to this one is their design failure and not a consumer responsibility.

Sincerely,

Enclosure- Repair order

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DOCUMENT HAVE BEEN REMOVED
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