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2602 Lake Shore
Edinburg, Texas 78539

2005 OCT -6 AM 4:39

September 26, 2005

U.S. Department of Transportation
National Highway Safety Administration
Office of Defects Investigation
NVS-210, 400 7th Street, SW
Washington, D.C. 20207-0001

*Copy given to
DAD*

Re: Recall Problem

Dear Sir or Madam:

After having experienced problems with my wipers during a rain storm, I found on the NHTSA website, that my vehicle was on a recall list for this same exact problem. Upon further investigation I found the General Motors (GM) bulletin (see attached) that identified the cause of the problem and confirmed that it involved 1994 Suburbans like mine.

Based on the above information, I took the vehicle to the Charles Clark Chevrolet dealership in McAllen, Texas. The dealership advised me that my particular vehicle did not have a VIN number that qualified for the recall. I then decided, due to the major safety issue involved , to have the repairs done and advised the dealer that I would contact GM about the eligibility question.

When I contacted GM and provided the repair order information (see copy attached with highlighted information) that identified the problem as the pulse wiper control module with the same exact part number as identified on their recall bulletin, they refused to accept that and pay for the replacement.

I am concerned that General Motors has refused to accept the fact that the problem with this part, which creates a major safety hazard, extends beyond the group of VIN numbers they originally identified. This shows a blatant disregard for public safety, since obviously my vehicle and numerous others can experience this same problem.

I would appreciate any assistance that you can provide me in having GM reimburse me for the cost of the replacement of the defective module. More importantly, however, would be your insistence that GM expand their recall to include other vehicles like mine that were not included in the original recall.

Sincerely,

[Redacted Signature]

Cc: U.S. Consumer Product Safety Commission, General Motors Corporation

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10/17/05*



Service and Parts Operations

RPB03-012
Recall Parts Bulletin

**TO: CHEVROLET, GMC,
OLDSMOBILE DEALERS**

DATE: MAY 20, 2003

03V-159

ATTN: PARTS MANAGER

FROM: J. M. STONE, RECALLS

SUBJECT: 03023 - WINDSHIELD WIPER MOTOR FAILURE

PRODUCT SAFETY RECALL BULLETIN #03023 - MAY 20, 2003

DESCRIPTION:

This recall notice is being sent to you at this time in order to take care of those customers who bring their vehicle in for a malfunctioning windshield wiper motor prior to their notification of this recall.

GM plans to begin notifying owners of this recall in late June 2003. That is when parts are expected to be available in sufficient quantities to support this recall. A VIN listing will be sent to dealers at that time.

In the meantime, should an owner bring in one of the vehicles listed below because the windshield wiper system exhibits the conditions described in the "Condition" paragraph contained in this bulletin, check the VIN in GMVIS to determine vehicle eligibility. If the vehicle is eligible, perform service correction and submit the claim as instructed in this bulletin.

- General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1994 Chevrolet CK Pickup, Tahoe 4WD, Suburban 2WD; 1995 Chevrolet CK Pickup, CK Crew Cab 4WD, Tahoe 4WD, Suburban, Astro Van; 1996 Chevrolet Blazer, S10 Pickup, CK Pickup, CK Crew Cab, Tahoe, Suburban, Astro Van; 1997 Chevrolet S10 2WD Pickup, CK Crew Cab, Suburban 4WD, Astro Van; 1994 GMC Sierra Pickup, Yukon 4WD, Suburban 2WD; 1995 GMC Sierra Pickup, Sierra Crew Cab 4WD, Yukon 4WD, Suburban, Safari Van; 1996 GMC Sonoma, Jimmy, Sierra Pickup, Sierra Crew Cab, Yukon, Suburban, Safari Van; 1997 GMC Sonoma 2WD, Sierra Crew Cab, Suburban 4WD, Safari Van; 1996 Oldsmobile Bravada vehicles. These vehicles may have a condition in which the windshield wiper motor may fail.

Continued →

May 20, 2003

These failures are the result of cracked solder joints on the controller circuit board near the wiring harness connector. Depending on which solder joints crack or the severity of the crack, the windshield wipers could work intermittently or not at all. If this were to occur in a severe weather situation, driver visibility could be reduced, which could result in a vehicle crash without prior warning.

- Dealers are to replace the wiper motor circuit board and cover.
- Refer to the Product Safety Bulletin for further information.

EFFECTIVE DATE:

Initial owner mailing is scheduled to begin: **Late June 2003.**

GENERAL INFORMATION:

Part Number	Description	Quantity/Vehicle
12463090	MODULE, WSW PULSE CONT	1
12345739	SEALANT, RTV SILICONE RUBR	1 (1 tube will service 50 vehicles)

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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).