



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 100148

Date Received

Repository

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15-OCT-2007

Reference No.
10205738

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SAGINAL State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] 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 authorized signature, NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/26/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GKDT13S3 [REDACTED]
Make GMC Model ENVOY Model Year 2003
Date Purchased 01-DEC-02 Dealer's Name and Telephone Number
Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City State Zip Code
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE
Vehicle Component Code 137200 VISIBILITY: REAR WINDOW WIPER/WASHER: MOTOR
Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-MAY-2007 Failure Mileage 75000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire 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 Yes No Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 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).

TL- CONTACT OWNS A 2003 GMC ENVOY. THERE WAS A RECALL ON THE WIPER MODULE, THERE WAS A POTENTIAL FOR WATER TO GET INTO THE WIPER MODULE. WHEN THE VEHICLE HAD ABOUT 20,000 HE TOOK THE VEHICLE INTO THE DEALERSHIP AND GOT IT REPAIRED UNDER THE RECALL. NOW THE VEHICLE HAS 60,000 WHEN HE TURNS ON THE WASHER ON THE VEHICLE IT WOULD CONTINUE TO RUN UNTIL THE PUMP BURNED OUT, SO HE HAD TO DISCONNECTED IT. HE CALLED GM AND TOLD THEM THAT WHEN THEY TRIED TO FIX THE RECALL THEY SEALED MOISTURE IN AND NOW IT IS CORRODED. HE WAS TOLD TO TAKE IT INTO THE DEALERSHIP AND THEY TOLD HIM THAT THERE WAS CORRUPTION IN THERE AND THAT HE NEEDED TO REPLACE THE WIPER MODULE BUT THEY REFUSE TO DO IT FOR FREE UNDER THE RECALL. THE CURRENT AND FAILURE MILEAGE IS 75,000. -CP

THEM

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

The Privacy Act of 1974-Public Law 93-579 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.