



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2008 SEP -9 1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
30-JUL-2008	Reference No. 10236372

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City CLARKSTON State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GTC51448W8 [REDACTED]
Make GMC Model SONOMA Model Year 1998

Date Purchased _____ Dealer's Name and Telephone Number _____ Engine: No: Cylinders 4 Fuel Type: _____

Original Owner Dealer's City _____ State _____ Zip Code _____

Transmission Type _____ Antilock Brakes Powertrain _____ Vehicle Component Code 130000 VISIBILITY
 Cruise Control Multiple Failure: Windshield Wiper Circuit Board

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-APR-2008 Failure Mileage 42000 Failure Speed 0
Windshield Wiper Circuit Board

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: DOTM9ABC036) 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*THE CONTACT OWNS A 1998 GMC SONOMA. THE CONTACT STATED THAT THE WINDSHIELD WIPERS STOPPED WORKING. THE DEALER INITIALLY STATED THAT THEY WOULD APPROVE THE REPAIR; HOWEVER, THEY ARE CURRENTLY REFUSING TO PAY FOR THE REPAIR. NHTSA CAMPAIGN ID NUMBER 03V159000 (VISIBILITY:WINDSHIELD, WIPER/WASHER) WAS REFERENCED. THE CURRENT MILEAGE WAS 50,000 AND FAILURE MILEAGE WAS 42,000.

GM PAID HALF THE COST OF THIS REPAIR (Letter Attached) I believe GM should have PAID FOR ALL of the repairs THIS IS A KNOWN DEFECT.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Windshield wipers keep going NOP while driving.
Manufacturer refused to pay for the full amount of the repair to the defective wiper motor circuit board. This is a known defect that was recalled on Chevrolet S-10's.

ATTACH ADDITIONAL SHEETS IF NECESSARY

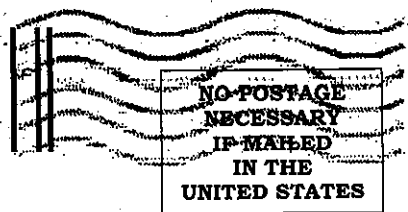
U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

METROPLEX MI 480
27 AUG 2008 PM 15



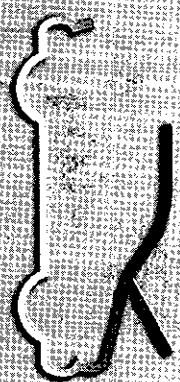
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**




Think your vehicle has a safety defect?




If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Inghamer Buick GMC, Inc.

25 Highland Road • Waterford, MI 48327
(248) 461-1000

State Reg. No.
F-157343

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SHOP MATERIAL: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, aero spray, shellac, solvent, rags, carburetor cleaner, towels, battery cleaner, wire, etc.

407386

Customer Copy

ite	VIN	Mileage	Del-Date	Miles	In-Svc-Date	License #	Year	Make	Model
9/08	1GTCS1448W8 [REDACTED] 1GTCS1448W8	55584	12/23/98	0	12/23/98	[REDACTED]	98	GMC	S SONOMA
<p>Manufacturers warranty constitutes all of the warranties aspect to the sale of this item/items. The seller hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor agrees any other person to assume for it any liability in connection with the sale of this item/items.</p>		Customer			Engine	Transmission	Color	SA #	SO #
		CLARKSTON	MI		LN2 2.2LL4		GREEN	52	407386
					Home Phone		Work Phone	Ext	Tag #
									Co #
					Today Phone				5589 02
									Labor Rate
									.00
TED: 13:50:04 ATTENTION:					Doc Count	Payment Type	Promise Date		Promise Time
					1	01	07/29/08		17:00:00

***** ESTIMATE *****

Codes	Description	Sale Type	Hours	Labor	Parts	TOTAL
	TRM - C/S THAT THE WIPERS KEEP GOING INOP WILL WORK WHEN THEY WANT TO	CM				
DIAG	\$38.88 DIAGNOSIS FOR LINE #1	CM		38.86		38.88
DIAG	\$38.88 diagnosis					
GMINSP	Goodwrench Multi-Point Veh Ins	CP				
GMINSP	Goodwrench Multi-Point Veh Inspection					

\$239.44

I authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for the same, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that I neither assume nor authorize any other person to assume for me any liability in connection with such repair; that you shall not be responsible for damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's certificate shall be obtained on the above vehicle to secure the amount of repairs thereto; that you and/or your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

SA: **ANDREW LARSON**

HOURS	LABOR	PARTS	ESTIMATE	TOTAL:
	38.86		NT ITEM	MISC
				.01
			TAXES	TOTAL

CLARKSTON MI

Business Phone

Home Phone:

Color	Year	Make/Model	License	Engine	Star
GREEN	1998	GMC SONOMA		LN2 2.2LL4	
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
55584 /		12/23/1998		1	
Tax Exempt		Date/Time In		Date/Time Out	
		7/29/2008 13:50		7/30/2008 10:53	

TOTAL EST.: 38.88

-----email:-----

LINE 1 TRM - C/S THAT THE WIPERS KEEP GOING INOP EST.: \$.00
 WILL WORK WHEN THEY WANT TO
 AUSE: CUSTOMER SATISFACTION

EPAIR 1 REPL FAILING WIPER MOTOR CIRCUIT BOARD
 PCODE: 095 SALE TYPE: CUSTOMER PA \$90.00
 RIMARY TECH: KENNETH DAVIS M140243

ARTS	DESC	FP	QTY	PRICE	SALE TYPE	
M	19178233 MODULE	N	1	131.040	CUSTOMER PAY ME	\$131.04

LINE TOTAL \$221.04

INE 2 \$38.88 DIAGNOSIS FOR LINE #1 EST.: \$38.88
 AUSE: CUSTOMER SATISFACTION

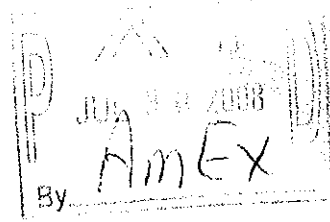
EPAIR 1 SEE LINE 1
 PCODE: DIAG SALE TYPE: CUSTOMER PA \$.00
 RIMARY TECH: KENNETH DAVIS M140243

INE 3 Goodwrench Multi-Point Veh Ins EST.: \$.00
 AUSE: CUSTOMER SATISFACTION

EPAIR 1 Goodwrench Multi-Point Veh Inspection
 PCODE: GMINSP SALE TYPE: CUSTOMER PA \$.00
 RIMARY TECH: KENNETH DAVIS M140243

LABOR	\$90.00
PARTS	\$131.04
MISC MATERIALS	\$9.00
HAZD MATERIALS	\$1.00
TAX (Michigan State)	\$8.40
CUSTOMER TOTAL	\$239.44
PAYMENT (CASH)	\$239.44

CUSTOMER SIGNATURE

By  AMEX

When in need of a new or used vehicle contact: www.Lunghamer.com

The manufacturers warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SHOP MATERIAL: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, aero spray, shellac, solvent, rags, carburetor cleaner, towels, battery cleaner, wire, etc.



General Motors Corporation
Customer and Relationship Services
PO Box 33170
Detroit, MI 48232-5170

August 8, 2008

[REDACTED]
Clarkston, MI [REDACTED]

Service Request: 71-649185804
Executive Assistant: Jocelyn Lebert

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1998 GMC Sonoma, which resulted in an unexpected repair expense to you.

We value you as a GMC owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$119.72. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our GMC family. If you have any future questions, please feel free to contact our Executive Office at 313-667-7153 Monday through Friday between 9:00 a.m. and 5:30 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

General Motors Executive Office

For more information regarding the maintenance and care of your vehicle, please visit www.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.