



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 20-NOV-2008	Repository <input type="checkbox"/>
	Reference No. 10249432

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City SWARTZ CREEK	State MI	Zip Code

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, please print the name or address to the vehicle manufacturer.
Signature of Owner _____ Date 11/26/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GTD13X03	Make GMC	Model SONOMA	Model Year 2003
Date Purchased 4-23-08	Dealer's Name and Telephone Number HANK GRAFT		Engine: No. Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City Durand	State MI	Zip Code 48429
Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 24-OCT-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 137000 VISIBILITY: REAR WINDOW WIPER/WASHER, 130000 VISIBILITY	Failure Mileage 100000	Failure Speed 0
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2003 GMC SONOMA. THE CONTACT STATED THAT THE DEFROSTER FAILED IN THE VEHICLE. THE DEALER STATED THAT THEY NEEDED A NEW HAVAC CONTROL HEAD, THREE MODE ACTUATORS, AND THE STORAGE TANK AND SWITCH LINE NEEDED TO BE FLUSHED OUT. THE CURRENT MILEAGE WAS 102,000 AND FAILURE MILEAGE WAS 100,000.

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)

I WAS DRIVING SOUTH ON M-37 AT 800 P.M. ^{ON 11-17-08} IN YUMA MICH.
& DEFROSTERS COMPLETELY QUIT I COULDN'T SEE THE ROADWAY
BECAUSE THE SNOW CAUSED THE WINDSHIELD TO FOG UP I HAD
TO PULL OVER TO SIDE OF THE ROADWAY & WIPE WINDSHIELD
OFF EVERY 2-3 MILES & DO ME THAT FOR 20 MILES OR MORE.
I THINK THAT WHEN YOU CANNOT SEE THE ROADWAY BECAUSE
OF AN EQUIPMENT FAILURE SUCH AS THIS IT SHOULD BE RECALLED
THE DEALER TOLD ME THAT THE COST OF REPAIR IS 800.00-900.00

ATTACH ADDITIONAL SHEETS IF NECESSARY

Swartz Creek, M

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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 Avenue SE.
Washington, D.C. 20077-9382**



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**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

Swartz Creek, M