



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

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

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

Date Received: 2009 APR 23  
Repository   
20-MAR-2009  
Reference No: 10262567

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: APPLE VALLEY State: MN 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: [REDACTED] Date: 3/13/09

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GKET16S536 [REDACTED]  
Make: GMC Model: ENVOY XL Model Year: 2003  
Date Purchased: 05/2003 Dealer's Name and Telephone Number: NALLEY BOWL  
Original Owner: [REDACTED] Dealer's City: APPLE VALLEY State: MN Zip Code: 55924  
Engine: No. Cylinders: 6 Fuel Type: GAS  
Transmission Type: [REDACTED]  Antilock Brakes Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 12-MAR-2009  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 137000 VISIBILITY: REAR WINDOW WIPER/WASHER, 136000 VISIBILITY: WINDSHIELD WIPER/WASHER  
Failure Mileage: 86000 Failure Speed: 0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM9ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 2003 GMC ENVOY XL. THE CONTACT STATED THAT THE WINDSHIELD WIPERS FAILED. THE WIPERS WOULD CONTINUE TO OPERATE AND COULD NOT BE SHUT OFF. THE DEALER STATED THAT THE WINDSHIELD MOTOR WAS DEFECTIVE. THE VIN WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 04V046000 (VISIBILITY:WINDSHIELD WIPER/WASHER). THE CURRENT AND FAILURE MILEAGES WERE LESS THAN 86,000.

WINDSHIELD WIPER/WASHER  
GMC CONTACTING OWNER. 120000 MILEAGE. WIPER MOTOR WAS DEFECTIVE. 120000 MILEAGE.  
VIN: 1GKET16S536 [REDACTED]

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.