



DEC 7 2009

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

U.S. Department of Transportation

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

03-NOV-2009

Repository

Reference No. 10290764

OWNER INFORMATION (Type or Print)

Name

Address

City

VERO BEACH

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice: See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GKES16SX36

Make

GMC

Model

ENVOY

Model Year

2003

Date Purchased

8/2003

Dealer's Name and Telephone Number

Fountain Motors

Engine: 4.2 Liter

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Orlando

State

FL

Zip Code

6

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

28-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY

Failure Mileage

63000

Failure Speed

0

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

Number of Deaths

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. IN RAINY WEATHER THE WINDSHIELD WIPERS ARE INOPERATIVE. WHEN ITS SUNNY OUTSIDE THE WIPERS ACTIVATE WITHOUT INTENTION. HE HAS TO RESTART THE VEHICLE OR MANUALLY RESET THE WIPERS AS A TEMPORARY REMEDY. A DEALER STATED THAT HIS VEHICLE IDENTIFICATION NUMBER WAS EXCLUDED FROM RECALL #04V046000 (VISIBILITY:WINDSHIELD WIPER/WASHER), THEREFORE HE WOULD HAVE TO PAY TO HAVE THE WINDSHIELD WIPER MODULE REPAIRED. THE FAILURE MILEAGE WAS 63,000.

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 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.

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

Windshield wipers are faulty. Can't turn them off sometimes. They can't be turned on sometimes. They Act in the wipers times
Per NHTSA recall #04V046000 our 2003 Envoy should be covered. We are told by the GMC dealer that our VIN# is not included in this recall. It should BE! My vehicle is experiencing the same faulty wiper module as the recalls.

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



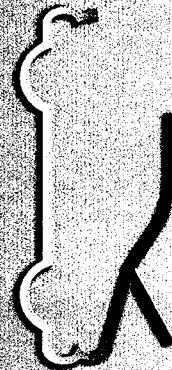
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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
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