



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

08-DEC-2009

Repository ☐

Reference No.

10294947

OWNER INFORMATION (Type or Print)

Name

Address

City

LAKE WORTH

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

1GKDS13S72

Make

CHEVROLET

Model

ENVOY

Model Year

2002

Date Purchased

Feb 2005

Dealer's Name and Telephone Number

Shreehan GMC

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

☐

Dealer's City

Pompano Beach

State

FL

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

07-FEB-2005

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 137000 VISIBILITY: ~~REAR~~ WINDOW WIPER/WASHER

FRONT

Failure Mileage

58000

Failure Speed

35

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 2002 CHEVROLET ENVOY. WHILE DRIVING APPROXIMATELY 35 MPH IN RAINY WEATHER CONDITIONS, THE FRONT WINDSHIELD WIPER SELECTOR ACTIVATED IN THE DELAY MODE. CONSEQUENTLY HE COULD NOT ENGAGE THE WIPERS IN FULL SPEED. THE VEHICLE WAS PARTIALLY REPAIRED ACCORDING TO RECALL CAMPAIGN ID NUMBER 04V046000 (VISIBILITY; WINDSHIELD WIPER/WASHER). THE VEHICLE WAS NOT REPAIRED AGAIN FOR THE FAILURE. THE FAILURE MILEAGE WAS 58,000. THE CURRENT MILEAGE WAS 75,000.

Front wipers operate erratically in the "rain sense" mode, and in the intermittent (delay) mode. Occasionally, they will stop working completely! This is also the case in the "wash" mode. Shreehan (dealer who handled the recall) would not repair; unless repairs were paid for, even though the original recall did not fix the problem. They never replaced the recall board.

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)

(as well as other details)

I also spoke to GMC Customer Care, and they said it Sheehan GMC's responsibility to repair it, since they were paid by GMC to handle the recall. Sheehan should have also replaced the circuit board which likely was damaged, but only resealed the motor housing. The problems are exactly as described in the recall, but they did not completely follow the recall procedures! The original owner specifically mentioned the recall to me, and the fact there was still a problem after the recall!

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

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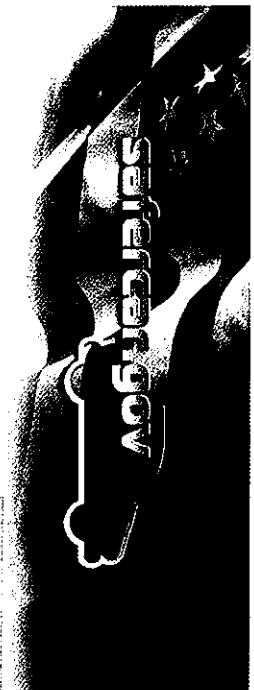
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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
National Highway Traffic Safety Administration