

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Complaint form
Date: Wednesday, April 11, 2012 2:56:04 PM
Attachments: [10453126.pdf](#)

EQ-10453126-4577

-----Original message-----

From: "DataQuality, DataQuality (NHTSA)" <DataQuality@dot.gov>
To: "Wells, Cynthia CTR (NHTSA)" <Cynthia.Wells.CTR@dot.gov>
Sent: Wed, Apr 11, 2012 18:00:00 GMT+00:00
Subject: FW: Complaint form

From: [REDACTED]
Sent: Wednesday, April 11, 2012 1:56 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Complaint form



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

26-MAR-2012

Repository

Reference No.
10453126

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City CLEVELAND

State OH

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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

5GRGN23U45H [REDACTED]

Make
HUMMER

Model
H2

Model Year
2005

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Cruise Control

24-MAR-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 110000 ELECTRICAL SYSTEM

Failure Mileage
41000

Failure Speed
60

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 2005 HUMMER H2. THE CONTACT STATED THAT THE WINDSHIELD WIPERS MALFUNCTIONED WHILE DRIVING 60 MPH IN INCLEMENT WEATHER. THE CONTACT WAS FORCED TO MANEUVER TO THE SHOULDER AND WAIT UNTIL THE RAIN STOPPED. IN ADDITION, THE CONTACT STATED THAT THE WINDSHIELD WIPERS ONLY FUNCTIONED INTERMITTENTLY. THE CONTACT DID NOT TAKE THE VEHICLE TO A DEALER OR A LOCAL MECHANIC. THE FAILURE MILEAGE WAS 41,000.

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.