INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Form Approved: O.M.B. No. 2127-0008

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-AUG-2018 OCT 2 2 2018	Repository ☐ Reference No. 11121070

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number	
City BROUSSARD	**State** LA	**Zip Code** [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	Make	Model	Model Year
2GKALMEK8C6[redacted]	GMC	TERRAIN	2012

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
8/31/12	COURTESY GMC 337-984-1462			4	UNLEADED
Original Owner ☑	Dealer's City LAFAYETTE	State LA.	Zip Code 70503		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
6-SPEED	☑ Antilock Brakes ☑ Cruise Control			10-AUG-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR	Failure Mileage	Failure Speed
	109000	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2012 GMC TERRAIN. WHILE DRIVING APPROXIMATELY 35 MPH IN HEAVY RAIN, THE WINDSHIELD WIPERS STOPPED WORKING. THE CONTACT HAD TO PULL THE VEHCLE OVER TO THE SIDE OF THE ROAD UNTIL THE RAIN STOPPED. THE FOLLOWING DAY, THE VEHICLE WAS TAKEN TO COURTESY BUICK/GMC LAFAYETTE (4750 JOHNSTON STREET, LAFAYETTE, LA, 70506) WHERE IT WAS DIAGNOSED THAT THE WINDSHIELD WIPER MOTOR FAILED AND NEEDED REPLACEMENT. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND CASE NUMBER: [redacted] WAS FILED. THE APPROXIMATE FAILURE MILEAGE WAS 109,000.

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.

Explanation of Malfunction of Windshield Wipers on 2012 GMC TERRAIN ON AUGUST 10 & 11, 2018

Owner [redacted] – [redacted] – Broussard, LA [redacted] – [redacted]

On August 10, 2018, my Wife was driving the vehicle listed above on a very busy highway during a very heavy down pour of rain when the windshield wipers stopped working without warning. She pulled over on side of the roadway and waited until the rain subsided. After she returned home, I immediately took the vehicle (It'd stopped raining) to Courtesy GMC Truck Center at 4750 Johnston Street in Lafayette, The problem determined was the***" windshield wiper motor"*** was not working and they replaced it and the vehicle was turned over to me the same day and wipers were working.

Later that same day as my wife was driving (thinking it was ok since the vehicle had been in shop for repairs) there came another down pour and the wipers failed, just stopped working without warning. Again she pulled over until the rain subsided and drove home. I took the vehicle back to the dealership the next day and it was suggested that I leave it and was given a loaner car. That time the problem determined was, the '***transmission component for the wiper motor***" was not working which was replaced. Since the final repairs the vehicle has operating with no problem.

This was a very horrendous experience for her. It could have been a major disaster.

[redacted]

09/29/2018

CUSTOMER #: [redacted]

[redacted]

INVOICE

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COURTESY
GMC TRUCK CENTER
4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]
BROUSSARD, LA
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 1604 VICTOR MOULLIET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBC STEEL	12	GMC TERRAIN	2GKALMEK8C6[redacted]		109381/109381	T4561

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31AUG12 DD			14:00 11AUG18		100.00	CASH	15AUG18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
11:50 11AUG18	08:35 15AUG18	ENG:LEA 2.4L DOHC 4-CYLINDER SIDI W/VVT TRN:MX0 6-SPEED AUTOMATIC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATS WIPERS ARE INOPERATIVE / CUSTOMER CAN HEAR MOTOR WORKING / CHECK AND ADVISE			
CAUSE: Arm bushing on wiper transmission not holding			
2070380 WINDSHIELD WIPER TRANSMISSION REPLACEMENT			
418 WG 0.50			(N/C)
1 84241847 (S)MODULE			(N/C)
FC: 6579			
PART#: 84241847			
COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE: A			
109381 Arm bushing on wiper transmission not holding Verified concern removed & replaced front wiper & transmission assembly. Wipers operating properly.			
**********			
B PERFORM MULTI-POINT INSPECTION CHECKLIST			
101 GENERAL MAINTENANCE INSPECTION			
418 IGSP 0.00			(N/C)
**********			
C DRAC MULTI-DAY RENTAL			
101 GENERAL MAINTENANCE INSPECTION			
999 IGSP 0.00			(N/C)
**********			

YOUR COMPLETE SATISFACTION IS OUR ONLY GOAL!!
YOU'LL RECEIVE A SURVEY CONCERNING THIS VISIT
ANYSCORE OTHER THAN COMPLETELY SATISFIED IS
A FAILING GRADE.IF YOU CAN NOT GIVE COURTESY
A PASSING SCORE CALL OUR SERVICE MANAGER
@ 337-769-4500
COURTESY WANTS YOUR TRUST AND YOUR BUSINESS!!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

**"You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order."

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

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[redacted]
BROUSSARD, LA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 1604 VICTOR MOULLIET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBC STEEL	12	GMC TERRAIN	2GKALMEK8C6[redacted]		109343/109343	T1265

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31AUG12 DD			WAIT 10AUG18		100.00	CASH	10AUG18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
08:43 10AUG18	14:10 10AUG18	ENG:LEA_2.4L_DOHC_4-CYLINDER_SIDI_W/VVT TRN:MX0_6-SPEED_AUTOMATIC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES WINDSHIELD WIPERS INOP
CAUSE: Wiper motor open circuit
2071090 WINDSHIELD WIPER MOTOR REPLACEMENT
418 WG 1.50 ECO 4628782 (N/C)
1 25942547 (S)MOTOR (N/C)
FC: 6579
PART#: 25942547
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE: A

109343 Wiper motor open circuit Verified concern checked all circuits going to front wiper motor all checked good. Removed & replaced front wiper motor. Wipers operating properly after repairs.

****

B PERFORM MULTI-POINT INSPECTION CHECKLIST
101 GENERAL MAINTENANCE INSPECTION
418 IGSP 0.00 (N/C)

****

C FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}
101 GENERAL MAINTENANCE INSPECTION
418 IGSP 0.00 (N/C)

****

CC CREATED 2018-08-09 03:54:00PM TAKEN BY LEZLE E ARITUA

YOUR COMPLETE SATISFACTION IS OUR ONLY GOAL!! YOU'LL RECEIVE A SURVEY CONCERNING THIS VISIT ANYSCORE OTHER THAN COMPLETELY SATISFIED IS A FAILING GRADE.IF YOU CAN NOT GIVE COURTESY A PASSING SCORE CALL OUR SERVICE MANAGER @ 337-769-4500
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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[redacted]

BROUSSARD, LA [redacted]

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