

Administrator
National Highway Traffic Safety Administrator
400 Seventh Street SW
Washington, DC 20590
and
General Motors
300 Renaissance Center
Detroit, MI 48243
and
Complaint Dept.
General Motors Co.
P O Box 33170
Detroit, MI 48232-5170

For whom it may concern to all locations,

My name is [REDACTED], Greer, SC [REDACTED], Phone # [REDACTED]

I have a recall problem on a 1995 Chevy Truck 1500 2WD Va 350 5.7 Vin K TBI
RECALL Windshield wiper motor failure

I have owned the suburban since 1996 and did not receive a recall notice. When I was having a lot of trouble with the windshield wipers and washer, I took it to a shop for repairs and was told there was a recall on this item.

I then took it to a Chevy dealer for repairs, Bradshaw Chevy, 14000 East Wade Hampton Blvd. Greer, SC 29651. Easton Howard, Service Consultant 864 879 8527. He told me there was nothing he could do but, charge me \$129.00 to check it out and the cost of repairs.

I then took the car to a repair shop, and it cost \$175.78 to do repairs for GM recall item. I have enclosed the two recalls and the repair bill. I do expect GM to do the right thing and send me a check for the expense.

Enclosed is the two recalls, and the repair bill.

Thank you for your prompt reply with the check

Sincerely,

[REDACTED]

BJ

GUARANTEED TIRE & AUTO OF GREER

125 N Buncombe Rd
 Greer, SC 29651
 Ph: (864) 489-3437
 justin3@guaranteedtireandauto.com
 Facebook: @GuaranteedTireAndAutoGreer



Invoice [REDACTED]
 Service Writer: Justin
 Date: 08/10/22 06:10 PM

[REDACTED] (authorizer) SC [REDACTED]	1995 Chevy Truck C 1500 Suburban 2WD V8-350 5.7L VIN K TBI VIN: 1GNEC16K3S [REDACTED] Mileage: In 0 Out 0
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ITEM	DESCRIPTION	PART #	QTY/HRS	PRICE/RATE	TOTAL
Note	Tech Note: Prior to repairs made; customer took vehicle to local dealership for a General Motors Recall posted June, 2003. The dealership informed the customer that they cannot service the recall - reason being, unknown. These vehicles may have a condition cracked solder joints on the controller circuit board near the wiring harness connector. Our mechanic confirmed the part is defective. Customer approved the repairs below - Wiper Motor and Circuit Board. Windshield Wipers and Washer are function properly after replacing parts listed.				
Labor	Wiper Motor: Replace - Front Wipers		Military Discount 0.50	88.00	44.00
Part	Windshield Wiper Motor: Front; With Intermittent Wipers; With Wire Connector; With Circuit Board		1	119.34	119.34

****Cash Discount Available****

I hereby grant Guaranteed Tire & Auto permission to do the above repairs. I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that GT&A are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control. I hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. I understand the repairs may not fix my vehicle and further repairs may need to be done--further repairs shall not be done without written consent or text. I understand my bill must be paid in full upon completion--vehicles left for more than 5 Days from job completion will be charged \$35 (Per Day) storage until job is paid for in full. Used-Tires are guaranteed 30 Days from date of purchase shown on sales receipt. Warranty not included on repairs done when parts are not purchased through business, GT&A.

Authorizer	Date	Authorization Method	Shop Representative	Add. Amount	Total
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Payments:
 No payments recorded

paid

Parts:	\$119.34
Labor:	\$44.00
Shop Supplies:	\$5.28
HazMat:	\$0.00
Subtotal:	\$168.62
Total Tax:	\$7.16

Invoice Total:	\$175.78
Payments	-\$0.00
Balance:	\$175.78

- 1995 Chevy Truck C 1500 Suburban 2WD V8-350 5.7L VIN K TBI
Vehicle > Technical Service Bulletins > Recalls and Campaigns

RECALL - WINDSHIELD WIPER MOTOR FAILURE

Related Links

Service Procedure
Owner Letter

June, 2003

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1994 model year Chevrolet CK Pickup, Tahoe, and Suburban vehicles; 1995 model year Chevrolet CK Pickup, CK Crew Cab, Tahoe, Suburban, and Astro vehicles; 1996 model year Chevrolet Blazer, S10 Pickup, CK Pickup, CK Crew Cab, Tahoe, Suburban, and Astro vehicles; 1997 model year Chevrolet S10 Pickup, CK Crew Cab, Suburban, and Astro vehicles; 1994 model year GMC Sierra Pickup, Yukon, and Suburban vehicles; 1995 model year GMC Sierra Pickup, Sierra Crew Cab, Yukon, Suburban, and Safari vehicles; 1996 model year GMC Sonoma, Jimmy, Sierra Pickup, Sierra Crew Cab, Yukon, Suburban, and Safari vehicles; 1997 model year GMC Sonoma, Sierra Crew Cab, Suburban, and Safari vehicles; and 1996 model year Oldsmobile Bravada vehicles. These vehicles may have a condition in which the windshield wiper motor may fail. These failures are the result of cracked solder joints on the controller circuit board near the wiring harness connector. Depending on which solder joints crack or the severity of the crack, the windshield wipers could work intermittently or not at all. If this were to occur in a severe weather situation, driver visibility could be reduced, which could result in a vehicle crash without prior warning.

What Will Be Done: Your GM dealer will replace the wiper motor circuit board and cover. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This service correction will take approximately 20 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: Please contact your dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number.

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Oldsmobile	1-800-442-6537	1-800-833-6537
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

Customer Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

*Complaint Dept
General Motors Co
P.O. Box 33170
Detroit, MI 48232
500*

*300 Renaissance Ctr
Detroit, MI 48243*

RECALL - WINDSHIELD WIPER MOTOR FAILURE

Service Parts Safety - Windshield Wiper Motor Failure - (Oct 26, 2015)

Subject: - Windshield Wiper Motor Failure Models: Various Serviced Vehicles and Over-The-Counter Part Sales

The windshield wiper motors involved in this recall were used by GM dealers to repair various serviced vehicles. Dealers who ordered this part for service or over-the-counter sale are identified in the file attached to the GM GlobalConnect message (U.S.) or Dealer Communication (Canada). Please see the Vehicles Involved section of this bulletin for details.

Condition

General Motors has decided that a defect which relates to motor vehicle safety exists in certain front windshield wiper motors used by GM dealers to repair various serviced vehicles or sold over-the-counter to non-GM independent repair facilities or individual vehicle owners. These front windshield wiper motors may contain a manufacturing defect that causes the wiper motor to overheat when in use. In some cases, the windshield wiper motor cover may melt, smoke or catch fire.

Important: In the sample customer notification letter on the last page of this bulletin, customers are being advised to contact their dealer to arrange a service appointment as soon as possible and not use their windshield wipers until they have been repaired. Customers are also being advised that if weather conditions prevent them from operating the vehicle without using the windshield wipers, their dealer will make arrangements to pick up the vehicle for servicing. Additionally, in the unfortunate event that repair parts are not available, customers are being advised that their dealer will arrange to place them into a rental car, at no charge, until the parts needed to repair their vehicle become available.

Correction

Dealers are to inspect the windshield wiper motor build date, and if necessary, replace the windshield wiper motor cover. This service will be performed at no charge to the customer.

Vehicles Involved

Various serviced vehicles may have had a recalled part installed during a service visit. A search of General Motors sales records has identified the following three sales record categories:

1. Sales records that contain a VIN. These identified VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM will contact these customers.

2. Sales records that contain a customer address but no VIN. GM will contact these customers. The VIN will not appear on the IVH screen in the GWM system.

3. Sales records that do not contain a VIN or customer address. Attached to the dealer message announcing this recall is a file that identifies the involved dealers and provides an invoice number for the sale. Dealers are to search their part sales records to determine the name and address of the purchaser. If the purchaser is the owner of the vehicle, dealers are to send the customer a copy of the recall notification letter found in this bulletin, requesting that their vehicle be brought in for repair. If the purchaser is a non-GM independent repair facility, dealers are to contact the repair facility and obtain the vehicle owner's name and address and send the customer a copy of the recall notification letter found in this bulletin. The VIN will not appear on the IVH screen in the GWM system.

For dealers with involved vehicles that can be identified by VIN, a listing with involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Important: An initial supply of windshield wiper motor covers and screws required to complete this recall has been pre-shipped to involved dealers of record. This pre-shipment activity will span multiple weeks due to a constrained parts supply. General Motors Customer Care and Aftersales (GMCCA) will notify dealers once the pre-shipment has been completed. Each part number will be a separate order and will be shipped under a separate tracking number. Pre-shipped parts will be charged to dealer's open parts account.

All orders placed prior to completion the pre-shipment activity will be cancelled. Additional parts, if required, are to be obtained from GMCCA when ordering restrictions are removed.

Upon open ordering, parts required to complete this recall are to be obtained from GMCCA. Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. Export customer orders will be monitored. Parts will have quantity limiters in effect.

Part Number	Description	Quantity / Vehicle
84060427	Windshield Wiper Motor Cover	1
11549069	Screw	As Required

Note: Note: Part number 11549069 will come in a merchandizing pack of two. The screws are not required for each repair and are only being supplied as a precaution in case of loss. The screws removed are to be reused to install the new cover.

Parts Information

Service Procedure

1. Remove the air inlet grille panel. Refer to Air Inlet Grille Panel Replacement in SI.

Note: The date formatting is DD-MM-YY.

Greer, SC



Received 8/24 by ES

TO NEF

NATIONAL Hwy Traffic Safety Admin
400 Seventh Street SW
Washington, DC 20590

