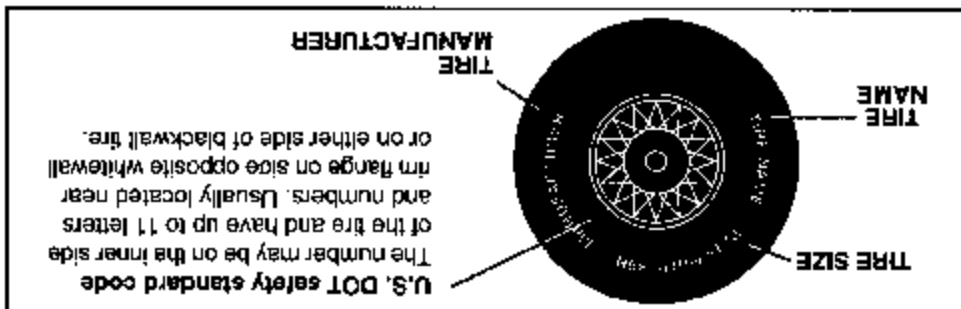


The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.



DOT		Tire Name		Manufacturer		Complete Tire Size	
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To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters). Note: This information not required for normal operation tires.

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

Crash	Yes ☐ No ☐	Fire	Yes ☐ No ☐	Number Persons Injured	NONE	Number of Fatalities	NONE	Estimated Property Damage	\$ NONE	Reported to Police	Yes ☐ No ☐
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(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

APPLICABLE INCIDENT INFORMATION

Component	Part Name(s)	WINDSHIELD WIPER Malfunction	Location	☐ Left ☐ Right ☐ Rear	☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement	NHTSA Previously Contacted? ☐ Yes ☐ No	Available? ☐ Yes ☐ No	Vehicle Speed at Failure(s): 45 MPH	Mileage at Failure(s) 11400	Date(s) of Failure(s) 10/6/99	No. of Failures	1
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FAILED COMPONENT(S)/PART(S) INFORMATION

Transmission Type ☐ Automatic ☐ Manual	Antilock Brakes ☐ Yes ☐ No	Restraint System ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☐ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel ☐ Other	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Motorcycle ☐ Truck ☐ Sport Utl. ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	Body Style ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	Engine Size (cid/cc/L) 34453	No. Cylinders 6	State FL	Zip Code 34453	Purchased Date 10/19/98	Dealer's Name CRYSTAL Chevrolet	Dealer's City INVERNESS
Vehicle Ident. No. (VIN) 1G1W52H9279269	Vehicle Make Chevy	Vehicle Model Lumina	Vehicle Year 1996	Current Odometer Reading 72780									

VEHICLE INFORMATION

Signature of Owner	Date 1/15/00
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Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☐ NO ☐

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

OWNER INFORMATION (Type or Print) 550543		Daytime Telephone Number
RECEIVED JAN 22 AM 1:09 OFFICE DEFECTS INVESTIGATION		
DOT Auto Safety Hotline Vehicle Owner's Questionnaire TO REPORT VEHICLE SAFETY DEFECT 1-888-DASH-2-DOT 1-888-327-4236 INTERNET: http://www.nhtsa.dot.gov		

COPIED

VEHICLE OWNER'S QUESTIONNAIRE



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

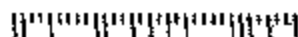
and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



POSTAGE WILL BE PAID BY NAT'L HWY. TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

Official Business
Penalty for Private Use \$300

400 Seventh St., S.W.
Washington, D.C. 20580

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

While driving in a heavy rainstorm the windshield wipers ceased to
operate due to a control problem. The windshield was in close
proximity to the battery. I feel this was due to poor design & engineering

[REDACTED]

26 October 1999

Chevrolet
P.O. Box 7047
Troy, MI 48007

File [REDACTED]

Dear Sirs;

As the owner of a 1996 Chevy Lumina, I would like to bring to your attention a potentially dangerous condition that exists in this vehicle. While driving in a heavy rainstorm, the windshield wipers ceased to operate. Traffic was heavy and it took an effort to operate the vehicle.

The car was brought to the service Department of Crystal Chevrolet in Inverness, Florida and after troubleshooting the system for two hours, I was told that the problem was caused by corrosion of the ground wire attachment. It appears that the problem is one of design and engineering, because of the groundwire being placed in such close proximity of the battery.

I would appreciate if your engineers would look into this breakdown, as it has all the potential for a deadly accident.

I am enclosing a copy of my bill to illustrate the high cost of repairing a problem that should never have occurred in the first place. Thank you for your attention to this matter.

Yours truly,

[REDACTED]

cc: U.S Department of Transportation



Customer
Assistance
Center

DECEMBER 10, 1999

RE: [REDACTED]

Dear Mr. [REDACTED]

Thank you for contacting Chevrolet regarding your 1996 Chevrolet Lumina.

In order to keep your records complete, we have enclosed your original documents. Please keep these documents for future reference.

Again, thank you for contacting Chevrolet.

Sincerely,

Kevin Church
Customer Assistance Department

KC/0095
Enclosure

CRYSTAL CHEVROLET

3035 S. Suncoast Blvd.
Homosassa, FL 34448
(352) 795-1515
STATE OF FLORIDA
REGISTRATION NUMBER
MV-16114

CRYSTAL JEEP-MAZDA

1005 S. Suncoast Blvd.
Homosassa, FL 34448
(352) 563-2277
STATE OF FLORIDA
REGISTRATION NUMBER
MV-26049

CRYSTAL

**4 LOCATIONS TO SERVE YOU BETTER****CRYSTAL CHEVROLET**

2209 Hwy. 44 West
Inverness, FL 34453
(352) 637-5053
STATE OF FLORIDA
REGISTRATION NUMBER
MV-C6143

**CRYSTAL CHRYSLER
PLYMOUTH-DODGE**

1601 West Main Street
Inverness, FL 34450
(352) 726-1238
STATE OF FLORIDA
REGISTRATION NUMBER
MV-S7410

CUSTOMER NO. 24866	APPROVAL JOHN WIESNER 4818	TRADE NO. 954	INVOICE DATE 10/07/99	INVOICE NO. C16S204005
LABOR RATE 60.00		DISPATCH NO.	COLOR BLACK	STOCK NO.
YEAR / MAKE / MODEL 88/CHEVROLET/		DELIVERY DATE		DELIVERY MILE
VEHICLE I.D. NO. 2G1WL52M9T9278269		SELLING DEALER NO.		PRODUCTION DATE
F.T.E. NO.		P.C. NO.		P.O. DATE 10/07/99
COMMENTS MO: 71401				

LABOR & PARTS**# 1 09CVZ2**

TRM/CLS/MLDG/GEN ELE HOURS:

TECH(S):4505

141.00

C/S WINDSHIELD WIPER MALFUNCTION.
CHECK CIRCUIT #243 FOR 12V--GOOD.
GROUND--OPEN. TRACE CIRCUIT #1650 FOR OPEN.
REPAIRED GROUND CIRCUIT #1650 FOR THE WIPER MOTOR.

JOB # 1 TOTAL LABOR & PARTS

141.00

TOTALS

CASH

DISCOVER

GMPP

PAYMENT METHOD

CHECK

CREDIT CARD

AMERICAN EXPRESS

CHARGE

OTHER

TOTAL LABOR	141.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	8.46
TOTAL INVOICE \$	149.46

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CRYSTAL CHEVROLET INVERNESS

CUSTOMER SIGNATURE

website: www.crystalautos.com

ALL WORK IS DONE
IN ACCORDANCE WITH
STANDARD

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

STORAGE CHARGES OF \$7.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

LIMITED WARRANTY: Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct any problem specified on the description of the complaint.

HAZARDOUS WASTE COMPLIANCE CHARGE: A CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF HAZARDOUS WASTE (USED OILS, NEW OILS, ANTIFREEZE, CAUSTICS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.

★ SHOP SUPPLIES: a charge is included for supplies used on your vehicle. These items are nuts, bolts, screws, washers, screwdrivers, solvents, cleaning cloths, sealers, silicone treatment, etc. A complete list from Cashier is available. 10:11:31

