



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

RECEIVED

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OFFICE

DEFECTS INVEST

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OWNER INFORMATION (Type or Print)

Name

Street

City

Daytime Telephone Number

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.

Signature of Owner

Date 7/7/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) 21TERK19RB51545983		Make GMC	Model Sierra	Year '95
Purchased Date 4/18/95	Dealer's Name Wade Raderon GMC-Pontiac		Engine Size (CID/CC/L) 8	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	Dealer's City Gainesville	State FL	Zip Code 32609	No. Cylinders 8
Manufacture Date (on driver's door or pillar) 3/95	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driverside Air Bag ☐ Motorbell ☐ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☒ Yes ☐ No	Drivetrain ☐ Front ☐ Rear ☒ Allwheel
Vehicle Type ☐ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) windshield wipers	Location ☒ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☒ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No
		NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies): Enclosed please find a copy of your recall notice concerning our problem along w/ a letter to GMC & a copy of the replacement under dispute models. My complaint is that the recall took affect in 1998 & my replacement part was installed in '97 using the old model instead of the improved one. The GMC rep I spoke to said ours should be covered but GMC did not cover the Canadian vehicles in this recall & told me to contact you to put pressure on

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

the higher ups in GMC to fix my wiper
pulse module with the new & improved module

It is crazy to fix the same vehicle made in
American plants but not in Canadian plants
even though they used the exact same
defective wiper pulse module.

Please Help.

Thank you

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(VOQ)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

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

www.nhtsa.dot.gov/hotline



Office of Defects Investigation

Recall Database

3/95

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: June 16, 2000 02:26:19 PM

NHTSA CAMPAIGN ID Number: 98V150001

Component: VISUAL SYSTEMS: WINDSHIELD WIPER AND WASHER

Manufacturer: GENERAL MOTORS CORP.

Mfg. Campaign #: 98043

Year: 1995

Make: GMC

Model: SIERRA

Potential Number of Units Affected: 1557585

Manufactured From: AUG 1994 To: MAY 1996

Year of Recall: '98

Type of Report: Vehicle

Summary:

Vehicle Description: Light duty pickup trucks and sport utility vehicles, 2 and 4-wheel drive. Solder joints near the wiring harness connector can crack causing the windshield wipers to work intermittently.

This condition can result in inoperative wipers, reducing a driver's visibility, and increasing the risk of a vehicle crash.

Dealers will replace the wiper motor circuit board and cover. Owner notification began December 15, 1998. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Chevrolet at 1-800-222-1020 or GMC at 1-800-462-8782. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

This search returned 1 record.

[New Search](#)
[Return to Safety Problems and Issues](#)

June 16, 2000

Pontiac/GMC
P.O. Box 33172
Detroit, MI 48232

Reference #C00652624

Dear Sirs:

We are writing in hopes that you will cover our vehicle in your recall program. We own a 1995 GMC Sierra, serial #2GTEK19K3S1545983, manufactured on March 1995. We are the original owners and love our truck except for one problem. We have had a problem with the windshield wiper not working all of the time. They just seem to have a mind of their own and work when they want to.

On November 5, 1997 we took it into our local GMC dealership and told them of the problem and they replace the wiper pulse module under our extended warranty. However, we are having the same problem again. These modules seem to last approximately 2 1/2 years apiece.

I went onto the National Highway Traffic Safety Administration website and they listed our vehicle as being one of the vehicles that falls into the recall category for the same problem we are experiencing.

I called our local dealership and they stated that our vehicle is not listed as a recall for this problem.

Please help us rectify this problem.

Sincerely,



ROBERT E PHILLIPS 436		CARD NO. 517	INVOICE DATE 11/05/97	INVOICE NO. 000055630
LABOR RATE 50.00	LICENSE NO.	RELEASE 64503	COLOR BLACK	STOCK NO.
YEAR / MAKE / MODEL 95 / FORD / LTD FULL SIZE FWD CAB 3.0L			DELIVERY DATE 04/18/95	DELIVERY MILES
VEHICLE ID NO. 2 GTEK1 / KLS1545983			SELLING DEALER NO.	PRODUCTION DATE
PYE NO.	PO NO.	RD. DATE 11/04/97		

LABOR & PARTS
 E 1 50PNZ ELECTRICAL BODY WORK HOURS: 0.50 TECH. 911544
 COST STATES THAT WINDSHIELD WIPER MOTOR INOP
 WIPER PULSE MODULE SHORTED
 REPLACE WIPER PULSE MODULE
 WMPF 100LD 80-105/0-15 02/01

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	22101636	PULSE ASM 10.150	
				JOB # 1 TOTAL PARTS 0.00
				JOB # 1 TOTAL LABOR & PARTS 0.00

WARRANTY
 WARRANTY
 0.00
 0.00

FLORIDIAN CERTIFICATION
 MICHAEL J. HAINIA MICHAEL J. HAINIA

CASH () CHECK () CHARGE # ()
 CREDIT CARD TYPE #
 AMEX () MASTERCARD () VISA () DISC ()

TOTAL LABOR..	0.00
TOTAL PARTS..	0.00
TOTAL SUBLET..	0.00
TOTAL G.S.S..	0.00
TOTAL TAX..	0.00
TOTAL INVOICE \$	0.00

OWNER SUPPLIES CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES
 ADVISE WHOLE MOTORCOAL
 70-02678

Cust \$
 CPP

56.70

THANK YOU FOR YOUR BUSINESS
 RE

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