

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

## Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

30-MAR-2000

Oid\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

859456

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GKDT13W6T2518268	GMC	JIMMY	1996	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10310000 03250000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 30-MAR-2000 Mileage at Failure(s) 72000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RECALL 98V150 001/WINDSHIELD WIPER WIRING & 99V193 000/GMC ABS : RECEIVED TWO RECALLS NOTICES. DEALER REFUSED TO HONOR RECALLS BECAUSE OF A SALVAGED VEHICLE, AND INFORMED CONSUMER THAT REPAIRS WOULD BE AT CONSUMER'S COST. SEEKING HELP FROM NHTSA IN THIS MATTER. \*AK

CONTINUED ON BACK PLEASE

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 Auto Safety Hotline		FOR AGENCY USE ONLY 241	
 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted]		Date Received 3:05 PM 2:00 30-MAR-2000 OFFICE DEFECTS INVESTIGATION	Od. or rd_dt rd_rt up_itr Reference No. 859456
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner [Redacted]		Date 4/17/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located in bulletin of windshield on driver's side) 1GKDT13W6T2518268	Vehicle Make GMC	Vehicle Model JIMMY	Vehicle Year 1996
Current Odometer Reading 73,000		Purchase Date 05/28/99	
Dealer's Name VERNON'S AUTOMOTIVE, INC. City MADISON State NC Zip Code 27025		Engine Size (CID/CC/L) 4.3 No Cylinders 6 <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag
Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 10310000 03250000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures WIPERS-5 BRAKES-3	Date(s) of Failure(s) 30-MAR-2000 Mileage at Failure(s) 72000 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities
Estimated Property Damage		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
RECALL 98V150 001/WINDSHIELD WIPER WIRING & 99V193 000/GMC ABS : RECEIVED TWO RECALLS NOTICES. DEALER REFUSED TO HONOR RECALLS BECAUSE OF A SALVAGED VEHICLE, AND INFORMED CONSUMER THAT REPAIRS WOULD BE AT CONSUMER'S COST. SEEKING HELP FROM NHTSA IN THIS MATTER. *AK			
CONTINUE ON BACK IF NEEDED			
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.			

# PONTIAC · GMC

Division of General Motors Corporation

G99046

December, 1999

Dear GMC Customer:

As the owner of a General Motors truck equipped with the Lucas Varity three-sensor antilock brake system (ABS), your satisfaction with our product is of utmost concern to us.

**Condition:** The federal government's highway safety agency, the National Highway Traffic Safety Administration (NHTSA) has identified, and General Motors Corporation has confirmed, the existence of a condition in the antilock braking system of some GMC 1994-1996 Sonoma pickups equipped with a V6 engine, and 1995-1996 Jimmys. On rare occasions, this condition can result in longer stopping distances during certain antilock brake applications, as explained below.

If you're driving on a road surface that supports good traction and you begin to stop by applying your brake pedal firmly, and both front wheels of your vehicle then pass onto a slippery surface (such as an ice-covered or wet patched asphalt part of the road), your antilock brake system will adjust the brakes at each of the wheels to take advantage of the available traction. This will allow you to steer and maintain stability, which is normal ABS operation, as your owner's manual explains in more detail.

However, if you are still braking while the vehicle leaves the slippery surface and both front wheels get back on a higher-traction surface, the ABS may perform as if the vehicle were still on the slippery surface and the vehicle may not stop as quickly. However, this will not happen every time these conditions are encountered. It depends on several additional factors, such as vehicle speed and the length of the slippery surface.

Your ABS system was designed with increased sensitivity to wheel slip in order to improve vehicle steerability while braking on very slippery surfaces. This improvement for steerability, however, made it possible for reduced front braking effectiveness to occur as described above. Therefore, GM has developed a software change that will make your vehicle less sensitive to wheel slip under the circumstances described above.

**What Will Be Done:** Upon your request, your GMC dealer will make a change to your antilock braking system software to prevent this phenomenon from occurring. This software change will have only a slight effect on vehicle steerability during braking on very slippery surfaces and is designed to have no effect on normal ABS or other braking operations. This change should not affect how your brakes feel or create any perceptible difference in the steerability or stability of your vehicle while braking. This modification will be performed for you at **no charge** at any time until December 1, 2002.

**How Long Will The Repair Take:** Your GMC dealer will modify your vehicle's ABS software. We estimate that it will take your dealer 45 minutes to perform this modification. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed.



# PONTIAC · GMC

Division of General Motors Corporation

G98043-S

Dear GMC Customer:

General Motors is very interested in your safety and continued satisfaction with your vehicle. Our records show that although your 1994-96 GMC Sierra, Suburban, or Yukon, or 1995-96 GMC Sonoma or Jimmy is subject to an important safety recall, the necessary repairs have not been made. Therefore, we are sending a second notification of this important safety recall campaign. Please follow the instructions below to address this important matter.

**Reason For This Recall:** General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 1994-96 GMC Sierras, Suburbans, and Yukons, and 1995-96 GMC Sonomas and Jimmys. These vehicles may exhibit a condition in which the windshield wiper motors may fail after a year or more of vehicle operation. 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:** To prevent the possibility of this condition occurring, your GMC 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?** The length of time required to perform this service correction is approximately 20 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed.

**Reimbursement:** If you have already paid for some or all of the cost to have the wiper motor repaired, you should contact your GMC dealer to seek reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair.

**For California, Connecticut, Virginia, and Wisconsin Residents:**

To seek reimbursement, write to Pontiac-GMC Division, Customer Assistance Center, 31 E. Judson Street, Pontiac, MI 48328. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair.

100 Renaissance Center Detroit, MI 48243-7301



**GM OWNER:** Present this card to your GM dealer to help identify the correction required to your vehicle. PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE. SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

- I have never owned this vehicle
- Vehicle damaged beyond repair
- Vehicle stolen and not recovered
- Campaign Completed on Date \_\_\_\_/\_\_\_\_/\_\_\_\_ by  Self  Other  Vehicle Sold/Traded/Returned to:

00000115733  
98043 1GKDT13W6T2518268 G-O



NEW OWNER'S NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_  
 AREA CODE | PHONE NUMBER \_\_\_\_\_  
 OWNER SIGNATURE \_\_\_\_\_

**Contacting Your Dealer:** Please contact your GMC dealer as soon as possible to arrange a service date. Parts and instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process and repair your vehicle. Your GMC 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 GMC Customer Assistance Center at 1-800-462-8782. The deaf, hearing impaired, or speech impaired should call 1-800-462-8583 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If, after contacting the GMC 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 S.W, Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

**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 reply card and returning it to us in the postage paid envelope provided.

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.

Pontiac-GMC Division  
General Motors Corporation

Enclosure



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