

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

118

Date Received

02-AUG-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

866597

Work Number

Home Number 732 969 3790

OWNER INFORMATION (Type or Print)

 DENNIS DONEMAN 624443
 100 SYCAMORE STREET
 CARTERET NJ 07008

 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.) (located at front of windshield or driver's side) 1GBDM19W7SB124636
 Vehicle Make CHEVROLET TRU Vehicle Model ASTRO Vehicle Year 1995 Current Odometer Reading

Purchase Date

Dealer's Name _____

Engine Size

(CID/CCL _____)

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection
☐ New ☒ Used

City _____ State _____ Zip Code _____

No. Cylinders _____

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10312000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER:MOTOR	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 07-JUL-2000 Mileage at Failure(s) 00000 Vehicle Speed at Failure(s)	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

 WINDSHIELD WIPERS QUIT WORKING IN THE MIDDLE OF OPERATION. SOMETIMES WINDSHIELD
 WIPERS COME ON, AND SOMETIMES THEY DO NOT. SOMETIMES IF WIRING HARNESS IS MOVED

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02 OCT 18 AM 10:00

02-AUG-2000

OFFICE
EFFECTS INVESTIGATION

Od or

od

od rt

up_ltr

Reference No.

866597

Work Number

Home

OWNER INFORMATION (Type or Print)

524443

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of a signature, please print name and address to the vehicle manufacturer.

Signature of Owner

Date 10/12/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of
windshield or driver's side)

1GBDM19W7SB124636

Vehicle Make

CHEVROLET TRU

Vehicle Model

ASTRO

Vehicle Year

1995

Current Odometer Reading

44,128

Purchase Date

3/96

Dealer's Name

LUCAS CHEVY

Engine Size
(CID/CC/L)

No Cylinders

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection
☐ New ☒ Used

City AVERAL

State NJ

Zip Code

Transmission Type

☐ Manual☐ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☐ Passengerside Airbag

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☐ Car☒ Van☐ Minivan☐ Other☐ Sport Utl☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

10312000

Part Name(s)

VISUAL SYSTEMS: WINDSHIELD WIPER: MOTOR

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 07-JUL-2000

Mileage at Failure(s) 30000

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA Previously
Contacted?☐ Yes ☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WINDSHIELD WIPERS QUIT WORKING IN THE MIDDLE OF OPERATION. SOMETIMES WINDSHIELD WIPERS COME ON, AND SOMETIMES THEY DO NOT. SOMETIMES, IF WIRING HARNESS IS MOVED OPERATION WILL CONTINUE. DEALER WAS NOTIFIED ABOUT THE PROBLEM. OWNER HAS BEEN INFORMED THAT VAN WAS NOT INCLUDED IN RECALL DUE TO VIN, AND WOULD NOT BE SERVICED FREE OF CHARGE. PROBLEM HAS NOT BEEN CORRECTED. PLEASE PROVIDE ANY FURTHER INFORMATION. *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.

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



C98043-S

February, 1999

Dear Chevrolet 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 1994-96 Chevrolet CK pickups, Suburbans, and Tahoes, and 1995-96 Chevrolet Blazers and S10 pickups. 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 Chevrolet 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 Chevrolet 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

*They said our VAN WAS NOT INCLUDED IN THIS RECALL EVEN
THOUGHT IT HAS HAD THE SAME DEFECT AS THE ABOVE RECALL*