

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 156

Date Received

01-SEP-2000

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

Reference No.

869302

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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GKCS13W9S2516379	GMC	JIMMY	1995	

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

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side 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"/> 3-Point Belt <input type="checkbox"/> 2-Point Belt			<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____	

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

Component 10312000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER MOTOR	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) 01-JUN-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) 78	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s) _____		

## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

WHILE DRIVING THE WINDSHIELD WIPER MALFUNCTION WHICH CAUSE VISUAL DIFFCULTY AND MAY RESULT A CRASH. THIS VEHICLE IS INCLUDED FOR THE RECALL HOWEVER HAD GOTTEN REIMBURST FOR THE RECALL NOT SERVICE ON. THE PROBLEM IS DUE TO A DEFECTIVE CIRCUIT BOARD. PLEASE PROVIDE FURTHER INFORMATION.

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 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.

<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline</p> <h2>Vehicle Owner's Questionnaire (VOQ)</h2> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p><b>FOR AGENCY USE ONLY</b> 156</p>	
		<p>Date Received 09-08-2000 5:11 PM 01-SEP-2000 OFFICE EFFECTS INVESTIGATION</p>	<p>Qd_or Adt od_rt up_itr</p>

<p>OWNER INFORMATION (Type or Print)</p>		<p>Reference No. 869302</p>
<p>632988</p>		<p>Work Number</p>
<p>Home Number same as work</p>		

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
 In the absence of your signature, address to the vehicle manufacturer.  
 Signature of C. [Redacted] Date 9/22/2000

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GKCS13W9S2516379	GMC	JIMMY	1995	

Purchase Date 11/23/96	Dealer's Name CARMAX	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City NORCROSS State GA Zip Code 30071	No Cylinders 6	

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 type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <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	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input type="checkbox"/> Truck
--	--	--	---	---	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 10312000	Part Name(s) VISUAL SYSTEMS: WINDSHIELD WIPER: MOTOR / circuit board	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement

No of Failures 4	Date(s) of Failure(s) 01-JUN-2000	Mileage at Failure(s) 76	Vehicle Speed at Failure(s) 45 MPH	Failed Part(s) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input checked="" type="checkbox"/> Yes <input 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 0	Number of Fatalities 0	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	--------------------------------	---------------------------	--------------------------	--

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

WHILE DRIVING WINDSHIELD WIPERS MALFUNCTIONED, CAUSING VISUAL DIFFICULTY WHICH MAY RESULT IN A CRASH. THIS VEHICLE WAS INCLUDED IN THE RECALL. HOWEVER, HAD GOTTEN REIMBURSTED FOR THE RECALL, NOT SERVICE ON VEHICLE. PROBLEM WAS DUE TO A DEFECTIVE CIRCUIT BOARD. PLEASE PROVIDE FURTHER INFORMATION. \*AK  
 circuit board, pulse arm, terminal + ground replaced. Recall initiated Dec 1998 - no problems at time of recall - refunded for out of pocket expenses previous year. June 2000 - wiper blades stopped while driving. Driving in heavy storm - blades would not work again until car turned off & restarted. 3rd time in July - on intermittent stopped - (over)

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.





# JOE MITCHELL BUICK-GMC TRUCK, Inc.

801 East Rand Road Ph: (847) 394-2200  
MT. PROSPECT, ILLINOIS 60056



**GMC**  
TRUCK

CUSTOMER NO 18619	ADVISOR NICK PAGLIA 88	TAX NO 821	INVOICE DATE 08/01/00	INVOICE NO GCCS50899
	LABOR RATE 85.00	LCR/VIS NO	COLOR WHT	STOCK NO
	YEAR/MAKE/MODEL 85/GMC/JIMMY	PLATE 76662	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO 1GKCS13W9S2516379		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	I.C. DATE 08/01/00	
COMMENTS				

MO: 76662

**JOB# 1 CHARGES**

LABOR  
J# 1 52BUZ TRIM ELECTRICAL UNITS: 0.40 TECH(S): 36 32.80  
CUST REPORTS WIPERS STOP WORKING  
NEC TO REPLACE WIPER CIRCUIT BOARD

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	12463017	MODULE 16.067	53.55	53.55
				TOTAL PARTS	53.55

**JOB# 1 TOTALS**

LABOR	32.80
PARTS	53.55
<b>JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL</b>	<b>86.35</b>

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$90.00 (+TAX)

COMMENTS  
WATT

**TOTALS**

*****	TOTAL LABOR	32.80
*	TOTAL PARTS	53.55
* [X] CASH [ ] CHECK CK NO. [ ]	TOTAL SUBLET	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL G.O.G.	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL HTSC CHG	0.00
*****	TOTAL HTSC DISC	0.00
	TOTAL TAX	4.42
	<b>TOTAL INVOICE \$</b>	<b>90.77</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

*25.00 paid cash*

**SERVICE**

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS IF FOR ANY REASON YOU CANNOT GRADE US 'COMPLETELY SATISFIED,' PLEASE CONTACT US AT (847) 394-2200. YOUR SATISFACTION IS OUR MAIN CONCERN. THANK YOU.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Herby Expressly Disbarrs All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchansability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

ALL GENUINE GM PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12 000 MILES, WHICHEVER OCCURS FIRST. ASK YOUR SERVICE ADVISOR ABOUT OUR LIFETIME WARRANTY ON ELIGIBLE GOODWRENCH PLUS PARTS & SERVICE.



**GMC**  
TRUCK

**PARTS & SERVICE HOURS**  
7:00 A.M. - 7:00 P.M. (MON.-FRI.)  
9:00 A.M. - 3:00 P.M. (SATURDAY)  
\*QUICK LUBE ONLY

# PONTIAC · GMC

Division of General Motors Corporation

G98043-S

December, 1998

Dear GMC 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 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.

**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 SW, Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

**Customer Reply Card:** The enclosed 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 postage paid reply card and returning it to us.

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

3190677

142817

THE OLD RELIABLE  
**JOHN SMITH CO.**

HEADQUARTERS FOR CHEVROLET CARS AND TRUCKS  
ESTABLISHED 1899  
2155 Cobb Parkway S.E.  
Phone (770) 953-0100  
SMYRNA, GEORGIA 30080



\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 17 TIM WHITTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	95	GMC S-15 JIMMY	1GKCS13W9S2516379		41296/41296	T155	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN97			WAIT 22DEC97		55.00	CASH	22DEC97
RO OPENED	READY	OPTIONS: DLR:08574					
07:36 22DEC97	10:19 22DEC97						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK	W/S	WIPERS	INOP	ADVISE (RYAN WARR)		
					3000 REPLACE PRINTED CIRCUIT BOARD AND INSTALL		
					2ND GROUND		
					430 CT 1.50	82.50	82.50
					2 2984172 TERMINAL	1.89	3.78
					4 WIRE WIRE	0.76	3.04
					1 22101636 PULSE ASM	55.85	55.85

41296 1.5 HR ELECTRIL SYSTEM CHECK REPLACE PRINTED CIRCUIT B BOARD AND INSTALL 2ND GROUND

\*\*\*\*\*  
**CUSTOMER PAY ENVIRONMENTAL & HAZARDOUS WASTE CHARGES FOR REPAIR ORDER 4.95**  
 \*\*If you are\*\*  
 \* COMPLETELY \*  
 \*\*\*\*\* SATISFIED \*\*\*\*\*  
 \* Tell Chevrolet and your Friends \*  
 \*\*\*\*\* If not call me \*\*\*\*\*  
 \* Richard Brooks \*  
 \*\* Service Mgr \*\*

*Handwritten notes and signature*

22

**DISCLAIMER OF WARRANTIES**

Any warranties on the products sold hereby are those made by the manufacturer, not the seller, JOHN SMITH CO. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOHN SMITH CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I authorize you to retain possession of this vehicle if the repairs listed hereon are not paid for.

JOHN SMITH CO. is not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

DESCRIPTION	TOTALS
LABOR AMOUNT	82.50
PARTS AMOUNT	62.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.95
TOTAL CHARGES	150.12
LESS INSURANCE	0.00
SALES TAX	3.38
PLEASE PAY THIS AMOUNT	153.50

*Signature of John Smith*

CUSTOMER COPY