



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 231

Date Received

23-APR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

886453

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) (Location at bottom of windshield and driver's side door)		Vehicle Make GMC	Vehicle Model SAFARI	Vehicle Year 1996	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10310000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) _____ Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING IN RAIN WINDSHIELD WIPERS WOULD WORK INTERMITTENTLY. PLEASE PROVIDE FURTHER INFORMATION.*AK

COPIES OF REPORTS ARE KEPT FOR:

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.

PLEASE HELP

0 to NHTSA, Copy - FILE

Vehicle Owners' Questionnaire (VOQ)	
DOT Auto Safety Hotline	
NATIONWIDE 1-888-DASH-2-DOT	
1-888-327-4236	
www.nhtsa.dot.gov/hotline	
Administration	
Traffic Safety	
National Highway	
U.S. Department of Transportation	
OWNER INFORMATION (Type or Print)	
687918	
Work Number	
Home Number	
Reference No. 886453	
Date Received 23-APR-2001	
up, lit	
n, at	
Od, or	
FOR AGENCY USE ONLY 231	

Do you authorize NHTSA to contact the manufacturer of your vehicle?	
YES ☒ NO ☐	
Signature of Owner	
Date 5/18/01	
Vehicle Identification No. (VIN)	
1GKEL19U2T851588	
Vehicle Make	
GMC	
Vehicle Model	
SAFARI	
Vehicle Year	
1996	
Current Odometer Reading	
54,375	

Purchase Date	
10-26-98	
Dealers Name	
BILION Motors	
City	
SIOUX FALLS	
State	
SD	
Zip Code	
57105	
Transmission Type	
Automatic ☒ Manual ☐	
Antilock Brakes	
3-Point Belt ☒ 2-Point Belt ☐	
Motorcycle ☐	
Passenger Side Airbag ☒	
Driver Side Airbag ☐	
2-Point Belt ☐	
Cruise Control	
Drive Train	
Front ☐ Rear ☐	
4-Wheel ☒ AWD ☒	
Vehicle Type	
Car ☐ Van ☐ Minivan ☐ Other ☐	
Sport Ltr ☐ Truck ☐ Motorcycle ☐	
Body Style	
2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other ☒	

Component	
10310000	
Part Name(s)	
REGULAC AND	
VISUAL SYSTEMS: WINDSHIELD WIPER	
(INTERMITTENT)	
Location	
Left ☒ Right ☒ Rear ☒	
Failed Part(s)	
Original ☒ Replacement ☐	
No of Failures	
AT TIMES	
Date(s) of Failure(s)	
10/98 - 4/01	
Mileage at Failure(s)	
STARTING 33,331 - 54,375	
Vehicle Speed at Failure(s)	
45	
Failed Part(s)	
Available? ☒ No ☐ Yes ☐	
NHTSA Previously Contacted? ☒ No ☐ Yes ☐	
TX ALSO 6/11	

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	
None yet	
Number of Fatalities	
None yet	
Estimated Property Damage	
None	
Reported to Police	
Yes ☐ No ☒	

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)	
WHILE TRAVELING IN RAIN WINDSHIELD WIPERS STOPPED WORKING. PLEASE	
AS STATED BY SELLING DETAILER	
THE ABOVE VEHICLE WAS SOLD WITH A 3 YEAR - 36,000 MILE	
MANUFACTURER'S WARRANTY - BUMPER TO BUMPER.	
WE ARE RETIRED AND DON'T DRIVE IN BAD OR RAINY WEATHER	
IF POSSIBLE, SO WHEN OUR WIPERS STOPPED WORKING AT	
TIMES, WE DID NOT CONCERN OURSELVES WITH THIS TOO	

CONTINUE ON BACK IF NEEDED	
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ALSO, CALLED GMC/CHEV. TO INQUIRE ABOUT A RECALL ON THIS
PROBLEM - (1-800-462-8782) THEY SAID THAT THERE WAS NO RECALL ON
MY VEHICLE - YET? - (MY FILE WITH GM - 003922171)

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

MUCH, BECAUSE MOST OF OUR DRIVING WAS NEAR HOME. I DID
TAKE THE VEHICLE BACK TO BILLION MOTORS SEVERAL TIMES TO ASK ABOUT
PROBLEMS AND RECALLS - (BOTH UNDER 36,000 MILES AND OVER) I WAS
TOLD THAT THERE WERE NONE. ON A RECENT TRIP TO MPLS. IN APRIL, 2001,
I READ IN THE STAR/TRIBUNE MPLS NEWSPAPER (4-21-01) THAT THERE
WAS A PROBLEM WITH WIPER BLADES STOPPING DURING OPERATION ON
CERTAIN GM VEHICLES (GM BULLETIN NO. 98043 - RECALL NOTICE NHTSA 98TV -
150001) - ON "SOME" 1994-96 VEHICLES! ON OUR RETURN FROM MPLS. WE
ENCOUNTERED A HEAVY RAIN STORM AND OUR WIPERS STOPPED WORKING. WE HAD TO
STOP AND WAIT FOR THE RAIN TO STOP - IT WAS VERY DANGEROUS TO DRIVE - WE COULD
NOT SEE OUT OF THE WINDOWS. LUCKY - WE WERE NOT IN AN "ACCIDENT." WHEN WE GOT
HOME, I CHECKED WITH BILLION MOTORS - THEY "NOW" TOLD ME THAT THEY KNEW
ABOUT THE PROBLEM AND ~~WENT~~ "HAD" SOME OF THESE REPLACEMENT PARTS ON HAND
AND THAT THIS "SAME" PART WAS USED IN "SEVERAL" RECALLED VEHICLES
INCLUDING OUR SAFARI VAN - FOR WHICH THERE WAS NO RECALL "TO DATE"!
AND THAT IT WOULD COST ABOUT \$95-\$100+ TO REPLACE. I PURCHASED
THE NEW "REPLACEMENT PART" AND INSTALLED IT MYSELF IN LESS THAN 30 MINUTE
PART # 12463017 - 147E MODULE - REPLACED BY PART # 12463090

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400 Seventh St., S.W.
Washington, D.C. 20560

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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IF MAILED
IN THE
UNITED STATES