



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 100079

RECEIVED

03 FEB 27 2002

Repository ☐
Reference No.
10003675

OFFICE

DEFECTS MAKE SITUATION

Daytime Telephone Number
Evening Telephone Number

E-mail Address

OWNER INFORMATION (Type or Print)

Name
Address
City GARNETT State KS Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature of owner, your name or address to the vehicle manufacturer.
Signature of Owner Date 2/18/03

VEHICLE INFORMATION

2001W52M9VLL38048
CHEVROLET LUMINA 1997
Date Purchased 4/2000 Dealer's Name and Telephone Number Johns Used Cars
Original Owner Dealer's City Topeka State KS Zip Code 66604
Transmission Type Automatic Antilock Brakes Powertrain
Cruise Control Vehicle Component Code 012200 STEERING; COLUMN LOCKING; ANTI-THEFT DEVICE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-JAN-2003 Failure Mileage Failure Speed 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AT 40MP THE STEERING COLUMN BROKE, DEALER REPLACED THE POWER STEERING COLUMN *JB

While driving the vehicle and making left turns the steering column/back locks up failing to make proper And/or complete turns. We replaced the belt and power steering pump and problem was still there. Vehicle is not being drove and has set for over four months due to the problem. GARNETT KS dealership isn't aware of problem & won't fix!

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

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

After further review we found out that this was a problem that not only we face but many others also face. Is this going to be another firestone incident where someone is killed & GM is sued to get this problem fixed? DR will not take pride in their vehicles and fix this problem.

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of Transportation

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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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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