



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

2003 MAR 17 AM 9:31

FOR AGENCY USE ONLY

Date Received

Od_or _____
rt_dtl _____
od_rt _____
up_lr _____

Reference No.

10011865

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name _____
Street _____ Apt. No. _____
City CALEDONIA State OH

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
in the absence of _____ your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 3.8.03

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>2GCEK19R2V1211838</u>		Make <u>CHEVY</u>	Model <u>SLV</u>	Year <u>97</u>
Purchased Date <u>3 97</u>	Dealer's Name <u>WALTON MOTORS</u>		Engine Size (CID/CC/L) <u>4</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <u>BUCKEYS</u>	State <u>OH</u>	Zip Code <u>43001</u>	No. Cylinders _____
Manufacture Date (on driver's door or pillar)	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driver's Side Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passenger's Side Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel
Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other		Body Style <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

Part Name(s)	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name		
Complete Tire Size	DOT No.		
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

APPLICABLE INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

VEHICLE HAS AN INTERMITTANT PULL TO THE RIGHT. THE PULL BECOMES MORE SEVERE WHEN TURNING TO THE RIGHT. AT ONE TIME THE VEHICLE SWERVED VIOLENTLY TO THE RIGHT. I HAD THE BRAKES REPLACED BUT THE PROBLEM PERSISTS.

Continued on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

I have a 1997 Chevy Silverado pickup, extended cab. Several months ago I started to notice a slight pull to the right as I drove. The pull was faint and pulsating. During the summer, June of 2002 suddenly the right front brake locked jerking the truck violently to the right.

I took the truck to a local mechanic. He found that the bottom of the brake pad had broken off. We assumed this to be the problem. He replaced the front brakes.

Within miles the pull to the right started again. I took the truck to the dealer I purchased the truck from, they cannot locate the problem.

History:

I purchased the truck new 3/25/97. The slight pull to the right started in 2001. Mileage about 25000. It locked up in June 2002, mileage about 29000.

Brakes replaced 6/7/02. Pulling to the right started June,02.

Called Chevrolet hot line 1-800-222-1010 June 2002, was told to take the truck to my dealer.

Dealer could not find the problem. I was told they were, out of the circle, and it was between me and Chevrolet. Reported safety defect to United States Government 1-800-424-9393 June 2002.

Illness sidelined me until Jan. 2003.

Jan. 2003 talked to owner of dealership, Walston, Bucyrus, Ohio, was told to call Chevrolet again.

Jan. 20, 2003, called Chevrolet 1-800-220-1020, was told to return the truck to the dealer. All costs to be incurred by me!

Jan.20, 2003, called Better Business Bureau at 1-800-263-7854, they will send me a form!

Jan. 21, 2003, received a call from Chevrolet. They were going to call the dealer to see if the dealer and the area agent would see fit to pay for repairs!

I feel this to be a manufacturing defect, not a dealer or area rep defect, why should they bear the cost on this.

The truck now has 31337 miles. I am afraid to drive it. Do you have any suggestions on what might be wrong?

When I took the truck into the dealership, Walston, in 2002, they had the truck 3 hours and did not locate the problem. One can only imagine how long it would take them to actually locate the problem. 5-10-15 hours @ \$40 - \$50 per hour. No wonder Chevy wants me to pay the costs.