



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 100147

Date Received

Repository ☐

Reference No.

10032069

2003 SEP - 205 AUG 2003

OWNER INFORMATION (Type or Print)

Name

Address

City

FORKED RIVER

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

In the absence of a

name or address to the vehicle manufacturer.

☒ YES

☒ NO

Signature of Owner

Date 8/18/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

PONTIAC

Model

TRANS SPORT

Model Year

1998

16MDX03E5WD161770

Date Purchased

5/2001

Dealer's Name and Telephone Number

Worst

132-223-0133

Engine

No. Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Sea Girt

State

NJ

Zip Code

08750

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-APR-2002

Failure Mileage

Failure Speed

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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;

ie, parts repaired or replaced (and if old part is available).

CONSUMER STATES THAT WHILE DRIVING POWER STEERING

LOCKS UP. *AK

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.

Steering and Suspension: All Technical Service Bulletins Recall 02V286009: Steering Rack Defect

DEFECT: Certain passenger vehicles and minivans have lower pinion bearings in the power steering rack and pinion assembly in which the roller balls were not secured properly. These and some other retainers could fail and permit the ball bearings to escape. If this occurs, the pinion shaft can be forced upward during left turns and back down as the steering wheel is moved back and to the right. If the pinion shaft moves further, the driver will need to exert more effort to turn the steering wheel, similar to a vehicle without power-assisted steering. If the pinion shaft moves even further, the driver will require much higher effort to turn left and may not be able to turn the wheel as much as needed. With the maximum pinion shaft movement, which requires internal gear component damage, the driver can encounter high resistance to turning left, followed by unintended power assist to the right. In any of these conditions, a crash could occur.

REMEDY: Dealers will install a new lower pinion bearing unless inspection of the existing bearing indicates that replacement of the gear assembly is necessary. The manufacturer has reported that owner notification began Jan. 17, 2003. Owners should contact Chevrolet at 1-800-222-2000, Pontiac at 1-800-762-2737, or Oldsmobile at 1-800-442-6537.

This is happening to my vehicle now

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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 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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