



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-DO1
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 120

Date Received

Repository

2004 APR 20 AM 10:15
03-FEB-2004

Reference No.
10057470

OWNER INFORMATION (Type or Print)

Name

Address

City BASTROP

State LA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
in the absence of an authorized
Signature of Owner

of your vehicle? YES NO
address to the vehicle manufacturer.
Date 2/17/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
ZGCEC18R9V1189982

Make
CHEVROLET

Model
SILVERADO

Model Year
1997

Date Purchased

Dealer's name and Telephone Number

Engine:
No. Cylinders

Fuel Type:
Gasoline

Original Owner

Dealer's City
Bastrop

State
LA

Zip Code
71220

8

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

015300 STEERING-HYDRAULIC POWER ASSIST-POWER STEERING FI

Automatic

Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-FEB-2004

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: DOTM18ABC036)

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, failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

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(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).

CONSUMER COMPLAINED ABOUT POWER STEERING PROBLEM. SOME TIMES WHEN DRIVING AND MAKING EITHER A RIGHT OR LEFT TURN IT FELT AS IF POWER STEERING SHUT OFF. CONSUMER STATED THAT HE WAS TOLD BY DEALER THAT THIS WAS A DEVICE BUILT INTO THE VEHICLE FOR PROTECTION. IT WAS SUPPOSED TO ALERT CONSUMER IF HE FELL ASLEEP WHILE DRIVING. ~~CONSUMER DID NOT HEAR IT, BUT IT WAS DRIVING WHEN IT HAPPENED AND HE WAS ALONE.~~ The problem became much worse and I could no longer tolerate the defect, as it became much more dangerous to drive this vehicle. I took this vehicle to the Chevy dealership and had the EVO sensor replaced which has seemed to correct the problem. I understand these sensors do not last long before failing. This is a dangerous defect.

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

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.