



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 100184

Date Received

APR 20 AM 8:57

26-MAR-2004

Repository ☐

Reference No.

10065047

OWNER INFORMATION (Type or Print)

Name

Address

City FREDERICKSBURG

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact you or the vehicle manufacturer in the absence of your signature?
Signature of Owner

YES ☒ NO ☐
Date 04/05/04

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

1G1JC12F647229145

Make
CHEVROLET

Model
CAVALIER

Model Year
2004

Date Purchased

11-13-04

Dealer's Name and Telephone Number

RADLEY IMPORTS

Engine:

No. Cylinders

4

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City

FREDERICKSBURG

State

VA

Zip Code

22408

Transmission Type

5 SPEED
MANUAL
TRANSMISSION

☐ Anti-lock Brakes

☐ Cruise Control

Powertrain 140 HP DOME

2.2 LITER ECOTEC
ENGINE

Vehicle Component Code

015200 STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-MAR-2004

Failure Mileage

1032

Failure Speed

55

LOST POWER STEERING

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM18ABC038)

☐ 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

0

Number of Deaths

0

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 55 MPH CONSUMER FOUND IT HARD TO STEER THE VEHICLE. CONSUMER SLOWLY DROVE THE VEHICLE HOME CHECKED UNDER THE HOOD, AND FOUND THAT STEERING FLUID WAS COVERING THE ENGINE COMPARTMENT. ALSO, THE HOSE CONNECTING THE STEERING FLUID PUMP WAS NOT CONNECTED PROPERLY. THE CLAMP WAS ON THE HOSE, BUT NOT CLAMPED ONTO THE CONNECTOR. *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.

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

As you can clearly see from the warranty repair invoice the dealer blamed the repair work and the loss of power steering on a hose clamp that was "broke".

The hose clamp was not "broke". The hose clamp was never installed correctly by the manufacturer when my vehicle was assembled.

I pray that this was an isolated case, but my gut feeling is there are more vehicles like mine on the road today. I consider myself lucky in that there was no accident and the power steering fluid did not catch on fire.

4-5-04

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway Traffic Safety 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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**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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1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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http://www.nhtsa.dot.gov

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**