



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 100216

Date Received

2004 MAY 20 AM 11:28
13-APR-2004

Repository ☐

Reference No.

10067108

OWNER INFORMATION (Type or Print)

Name

Address

City CEDAR HILL

State MO

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? ☐ YES ☒ NO
In the absence of an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner *[Signature]* Date 4/12/04

VEHICLE INFORMATION

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

1GCEC14V01

Make

CHEVROLET

Model

SILVERADO

Model Year

2001

Date Purchased

8-01-2001

Dealer's Name and Telephone Number

Weber Chevrolet 314-567-3300

Engine

No. Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

St. Louis

State

MO

Zip Code

63141

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

2WH-Dr.

Vehicle Component Code

013200 STEERING:GEAR BOX:SHAFT PITMAN

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

4-28-03

3-04-04

Failure Mileage

17,000

2,000

Failure Speed

Noticed

at low speed

E7700 - STEERING SHAFT
INTERMEDIATE

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: 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), condition(s), 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 AND TURNING CONSUMER HEARD A POPPING NOISE COMING FROM THE STEERING. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT STEERING SHAFT NEEDED TO BE REPLACED. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-570) 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)

about every 6000 miles I begin to hear a clanking noise coming from the steering shaft. I am concerned that this may cause a steering failure in the future.

A representative from General Motors told me this is an engineering fault that can't be fixed presently. They have extended my warranty for a period of time to keep fixing this problem. When this warranty is up I will always have this problem as long as I own the vehicle.

General Motors should have a recall to fix this presently.

Thank you

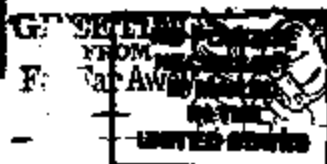
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National Highway
Traffic Safety
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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL 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



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and dial 1-888-237-4238

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(DASH) & DOT



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<http://www.safercar.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).**