



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 100145

Date Received

2004 AUG 07-JUL-2004

Repository ☐

5 PM 7:17
Reference No.
10081470

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **MELROSE** State **MA** Zip Code **[REDACTED]**

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? **YES**
In the absence of an authorized signature, NHTSA will not consider this report or address to the vehicle manufacturer.
Signature of Owner **[REDACTED]** Date **17 JUL 04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GNEK13R2L [REDACTED] Make **CHEVROLET** Model **TAHOE** Model Year **1999**
Date Purchased **12/07/03** Dealer's Name and Telephone Number **978- COLONIAL CADILLAC- OLDS 777-0625** Engine: **V8** Fuel Type: **GASOLINE**
Original Owner ☐ Dealer's City **DANVERS** State **MA** Zip Code **01923** No. Cylinders **8**
Transmission Type **AUTO** ☐ Antilock Brakes ☒ Cruise Control Powertrain **4 wheel DR** Vehicle Component Code **015100 STEERING:HYDRAULIC POWER ASSIST:PUMP**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **01-JUL-2004** Failure Mileage **50346** Failure Speed **10 MPH** **DEALER SAID "INTERNAL TO POWER STEERING PUMP" NO DENT LOOK INSIDE"**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **[REDACTED]** Tire Model (Name or Number) **[REDACTED]** Tire Size (Example P215/65R15) **[REDACTED]**
DOT No. (Example: D0TMAL9ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: **[REDACTED]**
Tire Component Code **[REDACTED]** Tire Failure Type **[REDACTED]**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: **[REDACTED]** Date Manufactured: **[REDACTED]** Model No./Name: **[REDACTED]**
Seat Type: **[REDACTED]** Installation System: **[REDACTED]**
Child Seat Component Code: **[REDACTED]** Failed Part: **[REDACTED]**

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 AT A LOW SPEED POWER STEERING PUMP FAILED. AS A RESULT CONSUMER WAS UNABLE TO TURN IN EITHER DIRECTION.
*AK

CALLED TOW TRUCK - TOWED TO DAVIDSON CHEVROLET (SEE INVOICE)
THE SAME THING HAPPENED TO MY 1996 SUBURBAN ON 6/24/01 @ 43035 MILES - CHEV SERVICE AND OUT OF WARRANTY" NHTSA SAID YOU CAN ONLY FILE ONE REPORT

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)

I AM 6'-230* COULD NOT TURN STEERING
WHEEL AT LOW SPEED & AT A STOP.
I HAD A 1962 SUBURBAN WENT 150,000 MI. WITHOUT
STEERING FAILURE
I HAD AN 1982 SUBURBAN WENT 160,000 WITHOUT
STEERING FAILURE

CHEVROLET SHOULD REQUIRE THE POWER STEERING
PUMP REPLACED AT 30,000 MILES IF THATS THE
BEST DURABILITY THEY CAN EXPECT.

1986 SUBURBAN FAILED AT 42,035 MI

1989 TANDER " " 50,346 MI

ATTACH ADDITIONAL SHEETS IF NECESSARY

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400 Seventh St., S.W.
Washington, D.C. 20590

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P vate Use \$300

BUSINESS REPLY MAIL

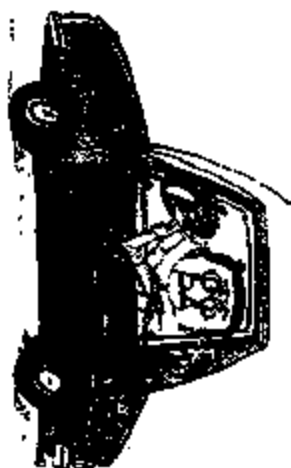
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



CASE
VARY
NO
TATES



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DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

**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).**