



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 2004 DEC -8
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100248

Date Received

Repository

NOV 15 2004

Reference No.
10101041

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City TONTO BASIN State AZ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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, please print your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/11/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2GCEK19R1W [REDACTED]
Make CHEVROLET Model FORD TRUCK Model Year 1998

Date Purchased 01-SEP-98 Dealer's Name and Telephone Number CHAPMAN AUTO PAYSON, ARIZ 95541
Engine: No. Cylinders 8 Fuel Type: Gas

Original Owner Dealer's City PAYSON State ARIZ Zip Code 85541

Transmission Type AUTOMATIC Antilock Brakes Powertrain 4 WHEEL DRIVE
Vehicle Component Code 010000 STEERING

Multiple Failure: X 2 FAILURES

Incident Date(s) 03-NOV-2003 Failure Mileage 42,000 Failure Speed 50+ FAILED COMPONENT(S)/PART(S) INFORMATION
STEERING COMPONENT (COMPUTER CHIP)
POWER BRAKE BOOSTER PUMP

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/85R15)
DOT No. (Example: DOTM18ABC036) Original Equipment Prior Repair Failure Location:
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), 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).

VEHICLE TENDS TO CONTINUE TO HAVE PROBLEMS WITH THE STEERING EVEN AFTER THE STEERING COMPUTER CHIP WAS REPLACED.
VEHICLE OVERTURNS UNEXPECTEDLY WHILE BEING DRIVEN AT ABOUT 50-55 MPH.

THE STEERING VEERED TO THE LEFT OR RIGHT, VERY IRRATICALLY. REPLACED CHIP FIXED PROBLEM. VEHICLE WAS PURCHASED NEW. THIS MONTH (NOV/04) MY WIFE AND GRANDKIDS WERE PUT IN DANGER WHEN BRAKE'S POWER BOOSTER PUMP WENT OUT. STEERING PROBLEM OCCURED WITH APPROX 42,000 M. BRAKE PROBLEM 55K. VEHICLE IS COMING TO CONSUMER WITH DEFECTIVE, DANGEROUS PARTS.

NEXT PAGE.

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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)

THIS VEHICLE IS NOT DRIVEN THAT MUCH, AS YOU CAN TELL WITH 56K MILES IN 6 YEARS. THESE SAFETY COMPONENTS (BRAKES & STEERING) SHOULD NEVER OCCUR. THE TRUCK HAS BEEN EXCELLENTLY MAINTAINED. THE STEERING WAS REPAIRED AT CHAPMAN'S CHEVROLET IN PAYSON, ARIZONA 85541 - THEY KNEW WHAT THE PROBLEM WAS IMMEDIATELY.

THE POWER BRAKE BOOSTER PUMP WENT OUT LEAVING THE VEHICLE ALMOST BRAKLESS IN HEAVY TRAFFIC. I HAD TO PAY A MECHANIC TO COME TO MY HOUSE TO REPLACE THE BRAKE BOOSTER PUMP, AS IT WAS TOO DANGEROUS TO OPERATE. I WILL NEVER BUY ANOTHER CHEVROLET.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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-218
400 7th Street, SW
Washington, DC 20590



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