



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 - 1387

Date Received **2015 FEB 7**
04-JAN-2005

Repository
Reference # **2-54**
10106760

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **CLEVELAND** State **TN** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide your vehicle report to the manufacturer of your vehicle? YES NO
In the absence of your authorization, we will provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date **1/15/2005**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side **1GNEC13Z83L [REDACTED]** Make **CHEVROLET** Model **TAHOE** Model Year **2003**

Date Purchased **5/13/2003** Dealer's Name and Telephone Number **AMEL CARPOLET** Engine: No. Cylinders **8** Fuel Type: **GAS**
Original Owner Dealer's City **CLEVELAND** State **TN** Zip Code **37812**

Transmission Type **AUTO** Antilock Brakes Cruise Control Powertrain
Vehicle Component Code **014100 STEERING: RACK AND PINION: PINION SHAFT**
Multiple Failure: **3**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **07-DEC-2004** Failure Mileage **28400** 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: DOTM1A9ABC036) 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, and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured _____ Number of Deaths _____ 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).

THIS COMPLAINT WAS RECEIVED VIA E-MAIL. HEARD SOME NOISE IN THE STEERING FROM THE DAY HE BOUGHT THE 2003 TAHOE WHEN TURNING STEERING WHEEL AND WHEN BACKING OUT OF DRIVEWAY. THE CLANKING NOISE ONLY STARTED ABOUT 4 WEEKS AGO, AND BECAME WORSE QUICKLY. THE CLANKING NOISE COULD BE FELT THROUGH THE STEERING WHEEL AT SLOWER SPEEDS, ESPECIALLY WHEN TURNING STEERING WHEEL. IT FELT LIKE SOMETHING WAS LOOSE. TOOK VEHICLE IN FOR SERVICE ON 1/03/05 WITH 28,400 MILES, AND DEALER KNEW IMMEDIATELY WHAT THE PROBLEM WAS. THEY SAID IT WAS A COMMON PROBLEM WITH THIS MODEL. IN FACT, SOME PEOPLE REPORTED THIS PROBLEM AS EARLY AS 5,000 MILES. THEY REMOVED THE STEERING SHAFT, PACKED IT WITH GREASE, AND THE CLANKING NOISE STOPPED. WHEN NOT UNDER WARRANTY THE REPAIRS WOULD COST BETWEEN \$75- \$100. RESEARCHED THE PROBLEM ON THE INTERNET AND FOUND MANY SIMILAR COMPLAINTS. *AK

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

I contacted GM and I was told that a new steering shaft has been ordered and is on back order. I also contacted my dealer and they verified the above. I don't know if this is a safety concern, but it surely makes you have concerns about the dependability of the steering.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73178 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

OR

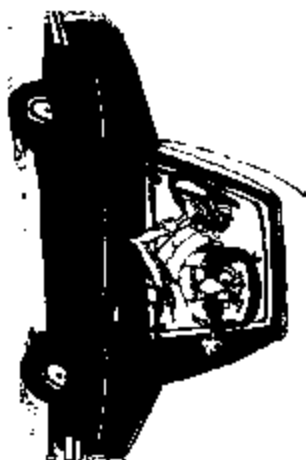
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and dial toll free at

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