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 1367

Date Received	Repository ☐
2005 FEB 11 AM 05-JAN-2005	54 Reference No. 10106793

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City HOT SPRINGS	State AR Zip Code	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 authorization, NHTSA MUST NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/11/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1GNFK16Z73.	CHEVROLET	SUBURBAN	2003

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
7-14-03	ALLEN THERRY CHEVY			No. Cylinders 8	GAS
Original Owner ☒	Dealer's City HOT SPRINGS	State AR	Zip Code 71913		

Transmission Type		Powertrain	Vehicle Component Code
AUTO	☒ Antilock Brakes ☒ Cruise Control	4 WHEEL DRIVE	021000-SUSPENSION:FRONT Multiple Failure. 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
12-OCT-2004 IS	18600		STEERING GEAR/SHAFT - FLEXIBLE AT BOTH ENDS — FRONT WHEELS SWAY WHEN TURNING — NOT SMOOTH

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: DOTMAL9ABC03) N/A	☐ Original Equipment ☐ Prior Repair	Failure Location: N/A
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: N/A	Installation System:	N/A
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please provide in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	NONE	NONE	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).

COMPLAINT RECEIVED VIA E-MAIL. I VISITED THE LOCAL CHEVROLET DEALERSHIP SERVICE DEPARTMENT. THE PREVIOUS DAY I HAD TAKEN MY 2003 SUBURBAN PURCHASED NEW FROM THE LOCAL DEALER TO AN INDEPENDENT REPAIR SERVICE SHOP TO FIND OUT WHAT WAS WRONG WITH MY TRUCK. I WAS ADVISED I HAD A LOT OF SLACK AND VIBRATION AT BOTH ENDS OF MY STEERING COLUMN. I HAD LOUD POPPING NOISE COMING FROM THIS AREA WHILE DRIVING. WHEN THE WHEELS TURNED THEY DID NOT TURN SMOOTHLY, BUT ROUGHLY, AND JUMPED IN THE TURNING PROCESS AS THOUGH IT STOPPED AND STARTED CONTINUOUSLY. THE REPAIR SHOP HAD SINCERE CONCERNS THAT THIS PROBLEM COULD BE VERY DANGEROUS, AND SINCE THE VEHICLE WAS STILL UNDER FULL BUMPER TO BUMPER WARRANTY, THEY RECOMMENDED THAT I TAKE IT BACK TO THE LOCAL DEALER. THE SERVICE DEALERSHIP KNEW EXACTLY WHAT WAS WRONG, AND STATED THAT IT WAS A VERY COMMON PROBLEM WITH THIS TYPE OF VEHICLE. MECHANIC HAD TO ORDER THE REPAIR PARTS, WHICH WOULD TAKE 3 TO 4 WEEKS. NEVERTHELESS, I WAITED FOR THE DEALERSHIP TO CALL ME WHEN THE PARTS CAME IN. AFTER OVER A MONTH I CALLED TITLE BACK, AND HE AGAIN SAID IT COULD BE 3 OR 4 WEEKS BEFORE THEY COME IN, AND THEY WOULD CALL ME. AS OF THE DATE OF THIS LETTER I NEVER BEEN NOTIFIED THAT THESE PARTS WERE RECEIVED. APPARENTLY, THEY COULD NOT GET THE PARTS NEEDED TO DO THE WARRANTY REPAIRS. "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 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.