



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: 2015 FEB 01 12:13:11  
01-FEB-2005  
Repository   
Reference No. 10109448

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: GRAND BAY State: AL 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: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield or driver's side: 3GNEC16C02G [Redacted] Make: CHEVROLET Model: SUBURBAN Model Year: 2002  
Date Purchased: Aug. 2003 Dealer's Name and Telephone Number: UJ Chevrolet Engine: No: Cylinders 8 Fuel Type: GAS  
Original Owner:  Dealer's City: Mobile State: AL Zip Code:  
Transmission Type: Auto Antilock Brakes:  Cruise Control:  Powertrain: Vehicle Component Code: 015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM  
Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 20-SEP-2004 Failure Mileage: 40000 Failure Speed: ON TURNS AND DRIVING 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: DOTM19ABC036):  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), crash(es), 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).

THE TRUCK HAD AN ONGOING PROBLEM WITH A CLANGING NOISE IN THE STEERING COLUMN, MOSTLY WHEN THE STEERING WHEEL WAS TURNED. CONSUMER WAS AFRAID THAT IT MAY CAUSE A STEERING COMPONENT TO BREAK, RESULTING IN LOSS OF STEERING, AND COULD CAUSE AN ACCIDENT. A SERVICE REPRESENTATIVE WAS CONTACTED BY PHONE AND INFORMED OF THE NOISE, TO WHICH HE REPLIED THAT THERE WASN'T ANY RECALLS, AND THE NOISE WAS NOT DANGEROUS/SERIOUS. \*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 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)

See other side, Also the technician that i talked with said that it was the intermediate shaft that was causing the CLANKING noise. Also since filing this report it has started making this noise some at driving speeds. Thanks For your attention on this.

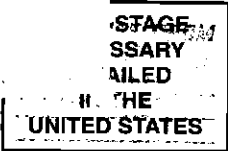
ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

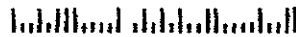
Official Business Penalty for Private Use \$300



**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-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

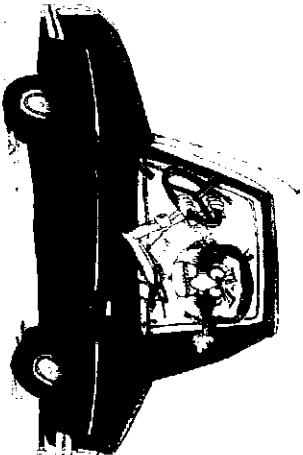
TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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**1-888-327-4236**

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(DASH) 2 DOT



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