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Office of Defects Investigation

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Complaints
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Form Approved: OMB No. 2157-0080

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1-888-NASH-3-DOT
(1-888-627-4330)

TTY
1-800-424-9153 or
1-202-494-5328

Consumer		Complaint		Vehicle		Previous	
Consumer Information * Denotes required field							
Title:				Org. Name:			
First Name:*				MI:	J		
Last Name:*							
Address 1:*							
Address 2:							
City:*	Little Chute		Zip Code:*				
State:*	LOUISIANA		Country:	UNITED STATES			
Daytime Phone:*			Evening Phone:				
Fax:							
Email:							
<p>There are occasions when NHTSA would like to provide automobile manufacturers with copies of questionnaires, including personally identifiable information (e.g. name, address, telephone number, etc.). Manufacturers, the NHTSA, use these questionnaires to identify safety-related defects, analyze alleged problems, and remedy safety defects. By providing manufacturers with questionnaires that contain personally identifiable information, manufacturers can contact owners to seek clarity, obtain additional details, and in some cases, inform the owner of actions being taken to resolve the problem.</p> <p>If you would like to authorize NHTSA to release the questionnaire (including your personally identifiable information) to the manufacturer of your vehicle, please check the "YES" box. Your personally identifiable information will be used only for the purposes described above. If you do not wish to authorize such a release, please check the "NO" box and your personally identifiable information will not be released to the manufacturer.</p> <p>See Privacy Statement below.</p> <p>I hereby consent to the release of the personally identifiable information contained in this questionnaire to the manufacturer of my vehicle. <input checked="" type="checkbox"/> Yes</p>							
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The Privacy Act of 1974 - 5 U.S.C. 552a, as amended: The Privacy Act of 1974 requires Federal agencies to protect an individual's right to privacy when they collect personally identifiable information. Specifically, the Act prohibits the release of personally identifiable information without prior authorization. The information requested in this questionnaire is made pursuant to the authority vested under the National Traffic and Motor Vehicle Safety Act of 1966 and subsequent amendments. You are under no obligation to respond to this questionnaire. If you choose to respond, your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action. No names or other personally identifiable information will be disclosed without explicit authorization.





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Website

Contact

1-888-DASH-2-DOT
(1-888-387-2263)

TTY

1-800-424-9152 or
1-202-484-6238

Trail

Container | Complaint | Vehicle | Preview

Complaint Information
* Defects required field

Please enter the complaint details and then click on "Proceed" to select a Complaint Type

Details | **Complaint Type**

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)

Description:
Steering the vehicle became more difficult with unusual noises. Would have excessive drift while traveling on straightaways. As the power assist started to fail, turning the front drive wheels became very difficult and would jerk suddenly and sharply as the steering wheel was turned.
Took the SUV to the dealer where we purchased it and they replace most of the under carriage.

Incident Date: * Dec 22 2004
 Number of Failures: 2
 Number of Deaths: 0
 Number of Persons Injured: 0

Was there a Fire: Yes No
 Property Damage: Yes No
 Was there a Crash: Yes No
 Reported to Police: Yes No

What source referred you to this site: AAA

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Steering the vehicle became more difficult with unusual noises. Would have excessive drift while travelling on interstates. As the power assist started to fall, turning the front drive wheels became very difficult and would jerk suddenly and sharply as the steering wheel was turned.

Took the STS to the dealer where we purchased it and they replace most of the under carriage steering assembly and greased the steering shaft connected to the steering wheel. This all occurred at approximately 26,000 miles/Spring 2004.

December 2004/35,000 miles. Steering started to make loud popping noise when ever turning to right or left. Also get vibrations and sharp jerking back when making sharp right or left turns. At highway speeds sudden pulls to left and right are felt.

Returned to dealer with complaint and car was returned at end of day, being told that parts would be ordered from main manufacturers warehouse. Was also told that this is a engineering design problem shared with all GM cars using this front end. (only one other that I know of uses the Northstar front end system.)

Called December 30 to check on arrival of parts. Was informed that there are NO spares available due to high rate of failures and that they were waiting for the parts to be manufactured. That they would also do a nation wide search of dealers to see if the required parts were in their inventory.

2001 - Cadillac - Seville - STS

VIN: 1G6KY549X1U