



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 100148

Date Received
24 AM 3:00
03-JUN-2005

Repository ☐

Reference No.
10124070

OWNER INFORMATION (Type or Print)

Name

Address

City EAST BERLIN

State PA

Zip Code

Daytime Telephone Number

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/10/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GCHK29193E

Make

CHEVROLET

Model

2500 HD

Model Year

2001

Date Purchased
15-NOV-00

Dealer's Name and Telephone Number
REGISTER CHEVROLET 1-800-822-4974

Engine:
No. Cylinders 8

Fuel Type:
Diesel

Original Owner
☒

Dealer's City
THOMPSON TOWN

State
PA

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code

013100 STEERING-GEAR-BOX-SHAFT SECTOR

Multiple Failure: 1

Power Steering
pump shaft

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
20-MAY-2005

Failure Mileage
54400

Failure Speed
10

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), condition(s), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

N

☐ Yes ☒ No ☐ Yes ☒ No

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).

DT: WHITE PULLEY OUT OF DRIVEWAY GOING 10 MPH OR LESS REALIZED HAD NO BRAKES. ALSO, THE STEERING WAS NOT WORKING. PUT VEHICLE IN REVERSE TO STOP AND NOTHING WORKED. DROVE HOME IN REVERSE. CALLED MECHANIC, WHO LOADED VEHICLE, AND WHEN HE TOOK IT TO THE SHOP EVERYTHING WORKED FINE. TALKED TO SERVICE MANAGER AT DEALER AND TOLD MECHANIC TO SEE IF POWER STEERING PULLEY TWO WIGGLED. MECHANIC DID SO, AND SAID SHAFT BROKE. HAD THIS REPLACED, BUT LATER DISCOVERED THE OLD PART THAT WAS TAKEN OFF WAS NOT BROKEN. NO PROBLEMS NOW WITH THE VEHICLE. *AK

Never left driveway. Service manager said shaft was broken he said they problems with other pumps

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.

East Berlin, PA

Michael J. Jordan

Correspondence Research Division, Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Jordan:

After driving a couple million miles over the past 55 years, this is the first time I have ever lost brakes and steering at the same time. I would consider this to be a major safety concern.

On May 20th, while driving down my driveway going 10 MPH or less, I realized I had no brakes. Approaching the street, I then realized I had no power steering either! Being unable to reach the emergency brake, I threw the truck into reverse. I kept it in reverse until it was back in its spot at the top of the driveway, where it could most easily be loaded onto a tilt trailer. Then I shut off the engine. Then I checked under the hood and took the cap off of the power steering pump. A considerable amount of oil gushed out. Other than this, there was no indication of what might be wrong, so I called Trimmer's Garage and the head mechanic, Chuck Trimmer, came and picked up the truck. When he unloaded it from the trailer, the steering and the brakes worked. Then Chuck called the dealer, Regester Chevrolet, and he was told that it was a common problem. The manager told Chuck to check for play in the power steering pump pulley. There was noticeable play in the pulley, and the manager said that the pump shaft had most likely snapped and that a new power steering pump was required. We installed the new pump. After tearing the old pump apart, we found that the shaft was not broken. Clearly the cause of this problem requires further investigation.

To add to the issue, I received a phone call from my nephew, Steven Hose. He has a 2000 model 2500HD with a gas engine, and he told me that he had the same problem. He went to get his truck out of the garage; he saw some oil on the floor so he checked under the hood but could not determine the source. He continued to start up the truck and he noticed he did not have power steering. He continued to pull out of the garage but found he didn't have any brakes either! Being on a hill, he panicked and stomped on the brake pedal; apparently that surge had some effect on the relief valve, located in the bottom of the power steering pump, because once he did that he regained steering and

brakes. One can presume that there may be some problem with the relief valve mechanism. I believe it to be a very poor design when the truck can easily loose breaks and steering at the same time, especially with today's traffic and on today's highways. Two remaining questions that I have are: *When might this happen again?* and *How many of the vehicles that I see coming at me on the highway might have this same defect?*

Sincerely,

Revised incident report:

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THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).