



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2005 OCT 18 PM 5:30
20-SEP-2005

Reference No.
10137081

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City COLUMBUS State IN 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, NHTSA will not publish your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 9/23/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNDX0 [REDACTED] Make CHEVROLET Model VENTURE Model Year 1997

Date Purchased
15-OCT-03

Dealer's Name and Telephone Number
ACRE AUTO

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City
GREENSBURG

State
IN

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
014000 STEERING: RACK AND PINION

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
17-OCT-2003

Failure Mileage
81000

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: DOTM18AB038)

☐ 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 check all that apply: Crash, Fire, Injury, and Deaths)

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).

DT: THE CALLER BOUGHT A VEHICLE AND FOUND OUT ABOUT A RECALL BEFORE HE GOT THE VEHICLE. THE RECALLED PART WAS THE STEERING RACK BEARING. HE WAS TOLD THE REPAIR WAS DONE. HE SAYS THE VEHICLE WAS HARD TO TURN WHEN TURNING RIGHT. HE WILL NOT LET HIS WIFE DRIVE THE VEHICLE ANYMORE BECAUSE SHE COULD NOT TURN THE STEERING WHEEL. HE THOUGHT THE REPLACEMENT PART WAS FAULTY. DEALER SAID THEY MIGHT NOT DO THE WORK FOR FREE. MANUFACTURER SAID THEY WOULD PAY THE REPAIR COSTS. THE FIRST TIME HE CALLED, IF IT WAS THE PART IN QUESTION. THE SECOND TIME THEY SAID THEY WOULD NOT. *AK

Nothing was done either by dealer or manufacturer to insure my safety, concerning the defective bearing, which caused unsafe right-hand turns

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)

9-22-05 I drove this unsafe vehicle 27 miles with understanding the defective BEARING would be replaced if found bad. To Tom Sibbitt Chevrolet dealership. Jerry Lusk manager put vehicle on lift - spent 2 minutes looking then informed me someone must have hit chuck-hole on drivers side because cap was missing off the rack & pinion bearing - this bearing was NOT removed to see if it was bad - He then further gave an estimate at my cost to correct this problem. GM recall failed, either bearing was not replaced or another defective bearing was installed. Jerry Lusk said bearing was replaced with 91,411 on odometer - THAT is NOT TRUE I bought the vehicle with odometer reading 83,726 & I did NOT know the recall bearing fixed this. Further - means I had NO idea that bearing was recalled until 9-19-05 with odometer reading 104,148 ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Official Business
Penalty for Private Use \$300

INDIANAPOLIS IN 462

24 SEP 2005 PM 5

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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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).