



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

Repository

27-SEP-2006

Reference No.  
10169412

**OWNER INFORMATION (Type or Print)**

Name

Address

City MIAMI

State FL

Zip Code 33196

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner \_\_\_\_\_ Date 9/15/2006

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1GNDM19W \_\_\_\_\_

Make CHEVROLET

Model ASTRO

Model Year 1999

Date Purchased 10/11/2004

Dealer's Name and Telephone Number Dadeland Chevrolet Frank Lopez (305) 740-1915

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner  Bought

Dealer's City

South Dixie Hwy Miami

State FL

Zip Code 33143

Transmission Type AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain REAR WHEEL DRIVE

Vehicle Component Code

015100 STEERING:HYDRAULIC POWER ASSIST:PUMP

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 24-SEP-2006

Failure Mileage 57000

Failure Speed 3

**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).

DT\*: THE CONTACT STATED THE VEHICLE LOST POWER ASSIST STEERING & POWER ASSIST BRAKES SIMULTANEOUSLY WHILE DRIVING 3 MPH. THERE WERE NO WARNINGS PRIOR TO THE INCIDENT. THE VEHICLE WAS NOT INSPECTED BY A DEALER, HOWEVER, AFTER SOME RESEARCH, THE CONTACT DISCOVERED THE POWER STEERING PUMP HAD FAILED, CAUSING LACK OF PRESSURE TO THE BRAKES AND STEERING.

My husband discovered that the shaft in the power steering pump had snapped in two. We bought the parts & he replaced & repaired it. Copies of parts will enclosed. Picture of part broken enclosed. And we have the part if needed for inspection.

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.

October 4, 2006

To Whom It May Concern:

On September 24<sup>th</sup>, my husband took my 99 Astro van out, he was probably 2/10's of a mile from the house when the power steering and the power brakes quit on him. (he was towing his boat back to it's parking space when this happened)

He was able to get the car back to the house by driving it very slowly.

He is not a certified mechanic, but he has been working on cars for about 40 years. (He has the ability to work on older cars, but these new cars he is finding it a little harder to figure out.)

He started reading and investigating to figure out what happened to this car. Upon taking out the power steering pump, he discovered **THAT THE SHAFT IN THE POWER STEERING PUMP JUST SNAPPED.** He was shocked to see this. He has never encountered anything like this in his life. He started talking to some of his other friends who are also mechanically inclined, and they all were startled to hear of something like this. He eventually repaired the car in approximately 12 hours, replacing the power steering pump, and the master cylinder (it took him this long because he was having problems reseating the hydraulic lines to the master cylinder, one of the lines did not want to seat correctly and it was leaking from this connection)

We were relieved that this did not happen while we take our yearly vacation up in the Smokey Mountains on those two lane mountaineous roads. We would not have had the ability to get the car on the shoulder of the road, because some of those roads do not have shoulders. This mishap could have cost myself and my family our lives.

This car was bought **used** from a dealer on Oct. 28, 2003. I believe it was a leased car before we bought it.

The dealer was

Dadeland Chevrolet at 8455 S. Dixie Hwy, Miami, Fla. 33143  
(305) 740-7475 Manager at the time was Alberto Brito.

This car was advertised as a GM Certified Car. Upon inspection with myself and my husband, we found things broken on the car. The dual a/c unit in the back was not working and numerous locks and windows around the car also did not work. We questioned their certified GM inspection after finding these problems. They fixed the car before we bought it.

Enclosed you will find a copy of our replaced parts, and a picture of the shaft that broke off.

We kept the power steering unit with the broken shaft if it is needed for further inspection.

Sincerely,

[Redacted signature block]

[Redacted address line]

Miami, Fla.

[Redacted home]  
[Redacted] Cell

"Sheard" power steering  
pump shaft



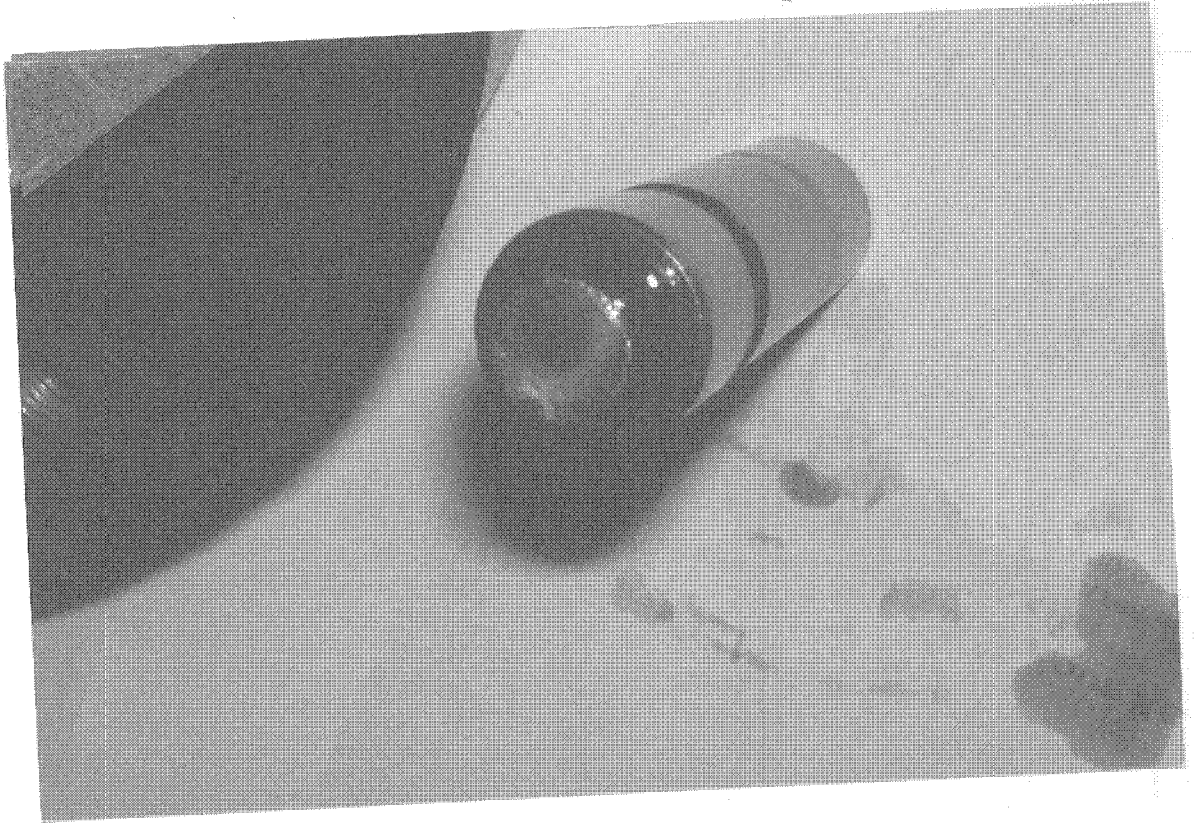
Sept 2006

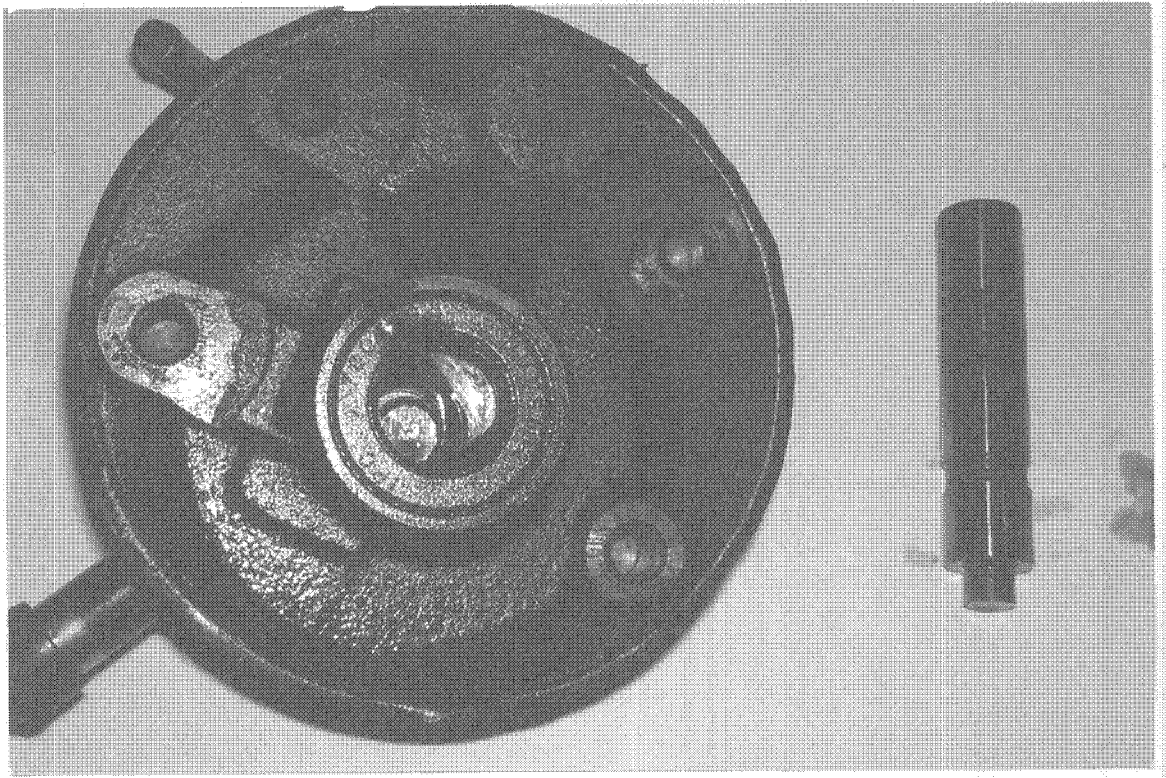


Picture of power steering  
pump shaft - "sheared"



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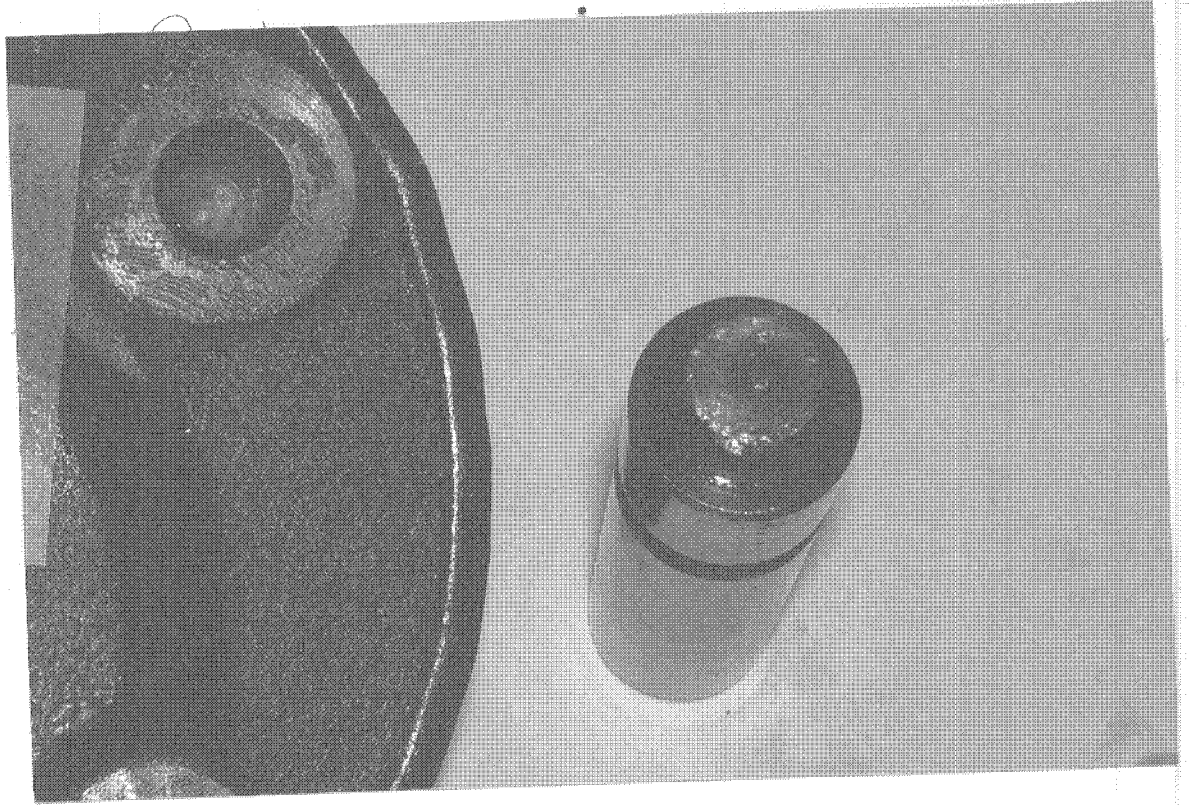
Picture of a sheered off  
power steering pump shaft

[REDACTED]

Sept 2006

[REDACTED]

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Picture of a sheared off  
power steering pump shaft

[REDACTED]

Sept 2006

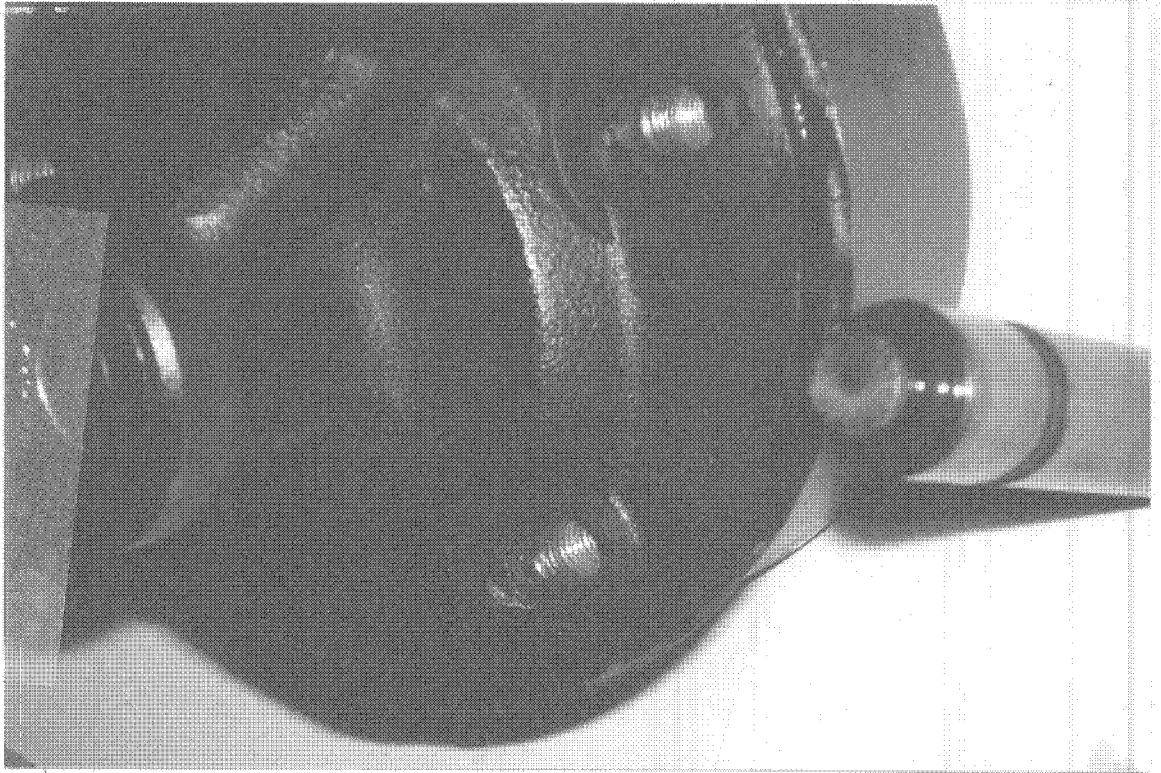
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Picture of a sheared off  
power steering pump shaft



Sept 2006



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).