



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

2007

DEC 12 AM 10:57  
09-OCT-2007

Repository ☐

Reference No.  
10205267

**OWNER INFORMATION (Type or Print)**

Name

Address

City

NEWARK

State NY

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 10/19/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1G1JF5240

Make  
CHEVROLET

Model  
CAVALIER

Model Year  
1997

Date Purchased  
09-MAR-03

Dealer's Name and Telephone Number

Engine:  
No: Cylinders 4

Fuel Type:  
Gas

Original Owner  
☐

Dealer's City

State

Zip Code

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
FRONT WHEEL DRIVE

Vehicle Component Code  
014000 STEERING: RACK AND PINION

Multiple Failure: 6

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

Incident Date(s)  
05-OCT-2007

Failure Mileage  
61000

Failure Speed  
0

**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  
0

Number of Deaths  
0

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).**

TL\*THE CONTACT OWNS A 1997 CHEVROLET CAVALIER. WHILE ATTEMPTING TO MAKE A LEFT TURN FROM A STOP, THE POWER STEERING FAILED. THE POWER STEERING WORKS WHEN DRIVING FORWARD AND MAKING A RIGHT TURN, BUT FAILS ONLY WHEN TURNING LEFT. GMC STATED THAT HIS VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 02V286000 (STEERING: RACK AND PINION). THE VEHICLE IS CURRENTLY AT A CHEVROLET DEALER AWAITING REPAIR. THE CURRENT AND FAILURE MILEAGES WERE 61,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

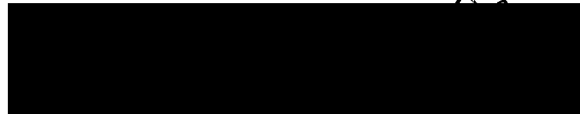
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

10/19/07

On 10/04/07, at approx. 3:15 p.m., I called Mike Barnard Dealership to see if my 1997 Chevrolet Cavalier was ready to be picked up for motor repairs. At that time I was told that it was just about done that it was being "street tested". At 4:15 I stopped in to pick up the car. I left the dealership, making a right hand turn. I went to the first signal light (approx. 1/4 mile) and made another right hand turn. Came to a stop sign (approx 1/5 mile) and made a left hand turn. About halfway through the turn I lost power steering. When I straightened up I regained power steering. I figured something wasn't right so I turned right into a plaza parking lot, coming out at the same stop signed intersection. Went straight back to the signal light and made another left hand turn, at which time halfway through the turn I lost power steering. I drove back to the dealership parking lot making a left hand turn and lost power steering. The service manager I was dealing with checked the power steering reservoir, said it was a little low, and added a little oil. He also said it may have had an air bubble in the system. I proceeded to go the same route as before. When I made my first left hand turn, halfway through the turn I lost power steering as before, but this time I made another left hand turn into a parking lot to go back to the dealership. Every left hand turn resulted in the same thing. Back at the dealership two mechanics looked at the vehicle. One was under the hood and the other was turning the wheel. The steering wheel would turn all the way to the right, and back straight but would not go any further until the vehicle was turned off. With the vehicle off they could get the wheel to turn left.

The next day they informed me that the rack needed to be replaced. Since the vehicle originally was towed to the dealership through AAA, (because of the motor), I contacted AAA. They sent a representative on Monday October 8<sup>th</sup> to look at the vehicle. AAA informed me that there was no signs of external damage to the rack, that it was an internal failure.

The rack has since been replaced and I still have the original rack.



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