

**COPIED** **Posted**  
 AUTO SAFETY HOTLINE  
**VEHICLE OWNER'S QUESTIONNAIRE**  
 NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
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 NATIONWIDE 1-800-424-9383  
 DC METRO AREA 202-365-0123

FOR AGENCY USE ONLY  
 DATE RECEIVED: 02 FEB -7 AM 11:31  
 OFFICE OF DEFECTS INVESTIGATION  
 REFERENCE NO. **550745**  
 DAY TIME TELEPHONE NO. (AREA CODE)

OWNER INFORMATION (TYPE OR PRINT)  
 [REDACTED]

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 NHTSA will NOT provide your name or address to the vehicle manufacturer.  
 SIGNATURE OF OWNER [REDACTED] DATE 1-25-00  
 ON

VEHICLE IDENTIFICATION NO. 1GNEK13R6TJ364512  
 VEHICLE MAKE CHEVROLET  
 VEHICLE MODEL TAHOE  
 MODEL YEAR 1996  
\*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING 42,842  
 DATE PURCHASED 4/97  
 DEALER'S NAME, CITY & STATE PRIVATE  
 ENGINE SIZE (CID/CYL) 5.7  
 NO. CYLINDERS 8  
 TURBO DIESEL GAS FUEL INJECTN

TRANSMISSION TYPE  AUTOMATIC  
 ANTILOCK BRAKES  YES  
 RESTRAINT SYSTEM  DRIVERSIDE AIRBAG  MOTORBELT  
 PASSENGERSIDE AIRBAG  2-POINT BELT  
 3-POINT BELT  
 CRUISE CONTROL  YES  
 DRIVE TRAIN  4-WHEEL  
 BODY STYLE STAWAG 4 DR 2 DR  MATCH BK VAN PK UP TRK OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT POWER STEERING  
 PART NAME(S) POWER STEERING PUMP  
 LOCATION  LEFT FRONT  
 FAILED PART(S)  ORIGINAL REPLACEMENT  
 NO. OF FAILURES 1  
 DATE(S) OF FAILURE(S) 12-26-99  
 MILEAGE AT FAILURE(S) 41,803  
 VEHICLE SPEED AT FAILURE(S) 3-5 MPH  
 MANUFACTURER CONTACTED  YES  NO  
 NHTSA PREVIOUSLY CONTACTED  YES  NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT  YES  NO  
 FIRE  YES  NO  
 NUMBER PERSONS INJURED 0  
 NUMBER OF FATALITIES 0  
 PROPERTY DAMAGE EST\$ 0  
 POLICE REPORTED  YES  NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

HAD PULLED INTO PARKING SPACE, BUT DECIDED NOT TO PARK AND BACKED UP. STARTED TO TURN TO ENTER TRAFFIC FLOW AND (COULD NOT TURN) THE STEERING WHEEL. HAD TO USE PHYSICAL FORCE TO STEER THE CAR OUT OF THE WAY. THIS LOSS OF POWER STEERING WAS SUDDEN AND UNEXPECTED.

CONTINUE ON BACK IF NEEDED

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.\*

D O T

MANUFACTURER/TIRE NAME

SIZE

\* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

TOOK TO AUTO REPAIR SHOP TO HAVE REPAIRED. WHEN I PICKED THE CAR UP THE MECH. SAID THAT THIS WAS A STRANGE FAILURE. THE SHAFT THAT ROTATES THE PUMP AND IS CONNECTED TO THE FAN BELT PULLEY CAME LOOSE FROM THE INSIDE OF THE PUMP - SLIDING OUT OF THE GEAR IN THE PUMP AND ROUNDING OFF THE BEARER END OF THE SHAFT. TOOK TO A CHEVY DEALER AND SERVICE MANAGER CONFIRMED THE PROBLEM AND SAID THAT THIS TYPE OF FAILURE SHOULD NEVER HAVE HAPPENED NOW FIGHTING WITH CHEVROLET FOR REFUND ON REPAIRS. "IF THIS HAD HAPPENED AT A HIGHER SPEED, i.e. FREEWAY, I MIGHT NOT BE WRITING THIS!! LOOK INTO IT!"

☆ U.S. G.P.O.: 1994 624-382

U.S. Department of Transportation  
National Highway Traffic Safety Administration

400 Seventh St., S.W.  
Washington, D.C. 20560

Official Business  
Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO. 731/3 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT. HWY TRAFFIC SAFETY ADMIN

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Auto Safety Hotline, NEF-11 HL  
400 7th Street, SW  
Washington, DC 20590

