



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>**

FOR AGENCY USE ONLY 436

Date Received

27-MAR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8006476

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1GNEL19W5VB166849	CHEVROLET TRUC	ASTRO	1997			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) 6 CYL	No Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01300000	Part Name(s) STEERING:POWER ASSIST	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure	Dates of Failure(s) 01-NOV-2001 Mileage at Failure(s) 97806 Vehicle Speed at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

INTERMITTENTLY AT SLOW SPEEDS OR WHEN TURNING IN ANY DIRECTION AND APPLYING THE BRAKES THE VEHICLE LOOSES STEERING CONTROL AND BINDS UP. TWICE THE POWER STEERING PUMP WAS REPLACED. THE PROBLEM HAS EXSISTED FOR 6 MONTHS AND IS PROGRESSING. THE DEALER HAS BEEN NOTIFIED. NLM

COPIES OF THIS FORM ARE:

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.



Vehicle Owner's Questionnaire (VOQ)

U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline
1-888-327-4238
NATIONWIDE 1-888-DASH-2-DOT

FOR AGENCY USE ONLY 436
Date Received: MAY 17 2002
OFFICE OF SAFETY INVESTIGATION
Reference No. 8006476

OWNER INFORMATION (Type or Print)

Home No. [Redacted]
Work No. [Redacted]
745521

Do you authorize NHTSA, in the absence of an authorized signature of the owner, to use the information you provide to the vehicle manufacturer?
 YES NO
Date 4/18/02

VEHICLE INFORMATION

Vehicle Identification Number (VIN) (located at base of windshield on driver's side) 1GNEL19W5VB166849
Vehicle Make CHEVROLET TRUCK ASTRO
Vehicle Year 1997
Current Computer Reason

Purchase Date
Dealers Name Jay Chevrolet
City Orl. State La Zip Code 70503
Used New
Engine Size (CID/CYL) 6 CYL
No Cylinders
Fuel Injection Turbo Diesel Gas

Transmission Type Automatic Manual
Antilock Brakes Yes No
Restraint System 3-Point Belt 2-Point Belt Motorcyclist
Cruise Control Yes No
Drive Train Front Rear 4-Wheel
Vehicle Type Car Van Truck Sport Util. Station Wagon Pick Up Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01300000
Part Name(s) STEERING:POWER ASSIST
Location Left Right Front Rear
Failed Part(s) Original Replacement

No of Failures 1
Dates of Failure(s) 01-NOV-2001
Mileage at Failure(s) 5728
Vehicle Speed at Failure(s) 35 MPH Little braking
NHTSA Previously Reported to Police Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash Yes No
Fire Yes No
Number of Persons Injured
Number of Fatalities
Estimated Property Damage
Reported to Police Yes No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)

INTERMITTENTLY AT SLOW SPEEDS OR WHEN TURNING IN ANY DIRECTION AND APPLYING THE BRAKES THE VEHICLE LOOSES STEERING CONTROL AND BINDS UP TWICE THE POWER STEERING PUMP WAS REPLACED. THE PROBLEM HAS EXISTED FOR 6 MONTHS AND IS PROGRESSING. THE DEALER HAS BEEN NOTIFIED. NLM

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CONTINUE ON BACK IF NEEDED