



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 798

Date Received

19-APR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8008071

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) (Location at bottom of windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GCRDM19EW1XD1584		CHEVROLET TRUCK	ASTRO	1999	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☒ Van ☐ Minivan ☐ Other _____
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01200000	Part Name(s) STEERING:GEAR BOX	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Dates of Failure(s) 01-JAN-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 58000		
	Vehicle Speed at Failure(s) _____		

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

CONSUMER STATES THAT THE STEERING GEAR BOX IS NOT WORKING PROPERLY, THE CONSUMER CANNOT DRIVE THE VEHICLE CORRECTLY AND THE CONSUMER HAS HAD THE STEERING GEAR BOX REPLACED THREE TIMES ALREADY BUT THE PROBLEM STILL EXIST. NLM

COPIES OF REPORTS - FREE -

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.

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

798

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19-APR-2002

DEFECT INVESTIGATION

19-APR-2002

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19-APR-2002

OWNER INFORMATION (Type or Print)

749332

Work Number

Home Number

Reference No.

8908071

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an

Signature of Owner

YES

NO

name and address to the vehicle manufacturer.

Date 4/30/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1GCRDM19EW1XD1584

Vehicle Make

CHEVROLET TRUCK

Vehicle Model

ASTRO

Vehicle Year

1998

Current Odometer Reading

71681

Purchase Date

2000(6)

Dealer's Name DESERT CHRYSLER PLY.

Engine Size 4300

(CID/CCL) V6

Turbo

Diesel

Gas

Fuel Injectio

New Used

City LAS VEGAS State NEV Zip Code 89104

No Cylinders 6

Transmission Type

Manual

Automatic

Antilock Brakes

Yes

No

Restraint System

3-Point Belt

Motorbelt

Driverside Airbag

2-Point Belt

Passengerside Airbag

Cruise Control

Yes

No

Drive Train

Front

Rear

4-Wheel

Vehicle Type

Car

Van

Other

Sport Utility

Truck

Motorcycle

Body Style

2-Door

4-Door

Stationwagon

Pick Up

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

LAMB CHEV. PRESCOTT AZ

FOUND FAULT IN JRG. CHAIR (STEERING) Box - REPLACED 2 REBUILDS AT "LAMB" CHEV. PRESCOTT AZ BOTH BOXES STEER'D DIFFERENT, AND BOTH MADE HISsing- NOISE UP THROUGH STEERING WHEEL HOUSING IN VAN - BOTH UNITS WERE BLEED BUT STILL HISsing- NOISE - AND NO CHANGE IN STEERING PERFORMANCE - NOTE - BOTH REBUILT STEERING BOXES STEER'D NO BETTER THAN THE ORIGINAL GOMC BOX - WHICH IF TURNED WHEEL TO RIGHT OR LEFT IT WOULD STAY THAT WAY AND NOT RETURN TO CENTR. WOULD TRACK WHICH EVER WAY YOU TURN WHEEL. G.M. CLAIMS OIL LINE CONFIGURATION IS THE PROBLEM. GEN. MOTORS CO. CLAIMS NEW DESIGN WAS MADE BUT WENT OUT OF PRODUCTION AND WERE ALL ON WAITING LISTS FOR THESE MANY MONTHS. (THAT'S FOR THE HISsing PROBLEM) BUT, BLEND BOTH G.M. DELCO-REME REBUILDS STEER'D DIFFERENT I DON'T KNOW - WAS THE REASON I CALLED YOU FOLKS ATTACH ADDITIONAL SHEETS IF NECESSARY SOMETHING IS NOT RIGHT - AND I BELIEVE NO ONE GIVES A DAMN

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

PROBLEM FOUND HERE

LAMB

CHEVROLET NISSAN
OLDSMOBILE SUBARU
CADILLAC

3RD J.
MIKE MIDDLETON MANG.
JEREMIAH CHARTIER
Service Advisor

828 Gail Gardner Way, Prescott, AZ 86305
(928) 778-5262

www.lambauto.com

Fax (928) 778-6147

NO POSTAGE
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IF MAILED
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UNITED STATES



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National Highway Traffic Safety
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<http://www.nhtsa.dot.gov/hotline>

DOT Auto Safety Hotline
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1-888-327-4236

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**