

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1368 Date Received: <u>24-OCT-2002</u> Office: <u>DEFECTS INVESTIGATION</u> Order: <u>_____</u> Ref: <u>_____</u> Date: <u>_____</u> Up: <u>_____</u> Reference No.: <u>8021530</u> Work Number: <u>_____</u> Home Number: <u>SAME</u>	
OWNER INFORMATION (Type or Print)			
[Redacted]		[Redacted]	
CHICAGO		IL	
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: [Redacted]		Date: <u>11/26/02</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1682F528X5Z381645	SATURN	SL	1995
Current Odometer Reading	59,500		
Purchase Date	Dealer's Name		Engine Size (CID/CC)
6-21-95	SATURN OF SOUTH HOLLAND		25.6
☒ New ☐ Used	City	State	No. Cylinders
	South Holland	IL	4
Transmission Type	Antilock Brakes	Restraint System	Vehicle Type
☒ Manual ☐ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Motorcycle ☐ Minivan ☐ Other
Crash Control	Drive Train	Body Style	
☐ Yes ☒ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
01400000	STEERING GEAR RACK AND PINION	☐ Left ☐ Right ☒ Front ☐ Rear	☒ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously
ONE	18-OCT-2002 Mileage at Failure(s) 58226 Vehicle Speed at Failure(s) 20 M.P.H.	☐ Yes ☒ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities
☐ Yes ☒ No	☐ Yes ☒ No	NONE	NONE
Estimated Property Damage		Reported to Police	
\$ 850.00 REPAIRS		☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER STATES THAT WHILE DRIVING AND NO WARNING THE RACK AND PINION SNAP CAUSING THE CONSUMER TO LOSE STEERING CONTROL. DEALER NOTIFIED TS			

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.