

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 156

Data Received

10-MAR-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858303

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>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2GBEK19R7V1184490	GMC	C1500	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000	Part Name(s) STEERING	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 10-MAR-2000 Mileage at Failure(s) 41 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

WHILE MAKING A TURN OR CHANGING LANES, STEERING MALFUNCTIONS, WHICH MAY CAUSE A LOSS OF VEHICLE CONTROL AND A CRASH. THERE IS BULLETIN # 86-32-06 DEALING WITH REDUCED STEERING EFFORT WHICH EXPLAINS THIS DEFECT. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK PLEASE

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 156 Date Received <u>RECEIVED</u> <u>10-MAR-2000</u> AM OFFICE DEFECTS INVESTIGATION Oil or _____ rt. of _____ Budget _____ up. ltr _____ Reference No. 858303 Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) [Redacted]			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of _____ provide your name and address to the vehicle manufacturer. <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Signature of Owner _____ Date <u>1/1</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
2GBEK19R7V1184490	GMC	C1500	1997
Purchase Date	Dealer's Name <u>NUCAR CHEVROLET</u>	Engine Size (CID/CC/L) <u>350</u>	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <u>WILMINGTON</u> State <u>DE</u> Zip Code _____	No Cylinders <u>8</u>	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" 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 Ut <input type="checkbox"/> Van <input checked="" 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 checked="" type="checkbox"/> Pick Up Truck Other _____
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 01600000	Part Name(s) STEERING	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures <u>Numerous</u>	Date(s) of Failure(s) <u>10-MAR-2000</u> Mileage at Failure(s) <u>41</u> Vehicle Speed at Failure(s) <u>SLOW & CHANGING LANES ON INTERSTATE</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" 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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities
		Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE MAKING A TURN OR CHANGING LANES, STEERING MALFUNCTIONS, WHICH MAY CAUSE A LOSS OF VEHICLE CONTROL AND A CRASH. THERE IS BULLETIN # 86-32-06 DEALING WITH REDUCED STEERING EFFORT WHICH EXPLAINS THIS DEFECT. PLEASE PROVIDE FURTHER INFORMATION. *AK <u>I have been a mechanic since 1962. I am now chief mechanic for the City of Newark, Delaware and retired as a Chief Mechanic from the U.S. Navy. This situation should be handled as a Safety Recall in my opinion as an individual could panic at the failure of this part and overcorrect steering causing an out of control situation.</u>			
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 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.			

NUCAR CONNECTION

AUTOMOTIVE CENTERS

INVOICE

NUCAR
CHEVROLET/Geo

174 N. DuPont Hwy.
NEW CASTLE, DE 19720
Phone (302) 322-2438



NUCAR
MAZDA/ISUZU

172 N. DuPont Hwy.
NEW CASTLE, DE 19720
Phone (302) 322-9277



NUCAR
PONTIAC/KIA

350 E. Cleveland Ave.
NEWARK, DE 19711
Phone (302) 738-6161



NUCAR
MAZDA/ISUZU

256 N. DuPont Hwy.
DOVER, DE 19901
Phone (302) 674-8900



CUSTOMER NO. 61571	ADDRESS LAURA M SHARP 7272	TAX NO. 421B	PHONE DATE 03/13/00	WARRANTY NO. CTCS537473
	LABOR RATE	MESSAGE NO. 41473	DEALER EMERALD GRE	STOCK NO.
	YEAR / MAKE / MODEL 87/CHEVROLET TRUCK/LD 15004WD EXT C	DELIVERY DATE 02/08/98	DELIVERY MILEAGE 28	VEHICLE I.D. NO. 268EK18R7V1184480
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	P.T. #	P.O. NO.	P.O. DATE 03/13/00	
COMMENTS				

JOB# 1 IN SVC DATE 1 03.12.98

JOB# 1 CHARGES

LABOR
JOB# 1 01CTZ025 LUBE OIL FILTER HOURS: TECH(S):7290 13.18
LUBE, OIL, AND FILTER CHANGE REQUESTED
LUBE, OIL, AND FILTER CHANGE COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	28171377	FILTER 1.836	4.12	4.12
	1	3536986	SEAL 1.456 R	0.65	0.65
	5	OIL	10430	6.20	6.20
				TOTAL - PARTS	10.97

MISC CODE DESCRIPTION CONTROL NO
64 SPECIALS DISCOLAT
TOTAL - MISC -0.66

JOB# 1 TOTALS
LABOR 13.18
PARTS 10.97
MISC -0.66

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 23.49

JOB# 2 CHARGES

LABOR
JOB# 2 03CTZ007 DIAG POWER STEERING HOURS: 1.00 TECH(S):7290 WARRANTY
DIAGNOSE POWER STEERING SYSTEM OPERATION
LOOSES ASSIST DURING SLOW SPEED TURNS, SUCH AS AN OFF RAMP
CHECKED COMPUTER FOR CODES FOUND EVO SENSOR FAULT
NEEDS SENSOR
REPLACED EVO SENSOR COMPUTER TESTED AGAIN OK ROAD TESTED
OK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	26081628	SENSOR KI 6.624 A		WARRANTY 0.00
				TOTAL - PARTS	

MISC CODE DESCRIPTION CONTROL NO
69PP 69PP DEDUCTIBLE 537473
TOTAL - MISC 100.00

JOB# 2 TOTALS
MISC 100.00

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 100.00

MISC CODE DESCRIPTION CONTROL NO
JOB # A 610 MISCELLANEOUS SUPPLIES
TOTAL - MISC 0.66

COPY TO: NUCAR CONNECTION, 174 N. DuPont Hwy., New Castle, DE 19720

NUCAR CONNECTION

AUTOMOTIVE CENTERS

INVOICE



174 N. DuPont Hwy.
NEW CASTLE, DE 19720
Phone (302) 322-2438



172 N. DuPont Hwy.
NEW CASTLE, DE 19720
Phone (302) 322-2277



350 E. Cleveland Ave.
NEWARK, DE 19711
Phone (302) 788-6161



355 N. DuPont Hwy.
DOVER, DE 19901
Phone (302) 674-8900



CUSTOMER NO 61571	ADVISOR LAURA M SHARP 7272	TAC NO. 4218	INVOICE DATE 03/13/00	INVOICE NO. CTC8537473
	LICENSE NO.	PLATE 41413	COLOR EMERALD GRE	STOCK NO.
	YEAR/MAKE/MODEL 97/CHEVROLET TRUCK/LD 15004WD EXT C		DELIVERY DATE 02/06/98	DELIVERY MILES 28
	VIN & ID NO. 2GBEKT8R7V1184400		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	F. D. NO.	H. O. DATE 03/13/00	
COMMENTS				

TOTALS

COMPLETELY SATISFIED IS HOW WE WANT YOU TO FEEL AFTER THIS EXPERIENCE IN OUR SERVICE DEPARTMENT. IF YOU ARE SATISFIED, PLEASE TELL YOUR FRIENDS AND TELL US WHEN YOU ARE SURVEYED. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT YOUR SERVICE CONSULTANT AT 302-322-2438 OR 800-466-8227; ANDY BRANDES x290; LAURA SHARP x303; JOHN BOSCH x263; ROB BRENDLE x230; CHUCK CONAN x269 (TRUCKS); EVENING SERVICE : PHIL MCCLAFFERTY x303
SERVICE MANAGER BOB ZAPPATERRENI x322 (CARS & LIGHT TRUCKS)
SERVICE MANAGER BILL CROLL x262 (COMMERCIAL TRUCKS)
COLLISION CENTER MANAGER DOUG FEARON x212
COLLISION CENTER INQUIRIES DAN WANN x350
OUR HOURS ARE MONDAY THROUGH FRIDAY 7:30 a.m. TO 8:00 p.m.
***** SATURDAYS 8:00 a.m. TO 4:00 p.m. *****
24 HOUR NIGHT DROP SERVICE AVAILABLE. THANK YOU

TOTAL LABOR....	13.18
TOTAL PARTS....	10.97
TOTAL SUBLET...	0.00
TOTAL G. O. G....	0.00
TOTAL MISC CHG.	100.66
TOTAL MISC DISC	-0.66
TOTAL TAX.....	0.00
TOTAL INVOICE \$	124.15

PAID #1101
3/13/00
MEARCO DISTRIBUTION, INC.

CUSTOMER SIGNATURE

1997 Chevy Truck K 1500 P/U 4WD V8-260 6.7L VIN# 1997 1090, ALLDATA 1-800-850-9292 3.46

Steering: All Technical Service Bulletins**Steering Wander**

File In Section: 3 - Steering/Suspension

Bulletin No.: 76-30-01

Date: June, 1997

Subject:

Steering Wander

(Reset Alignment, Adjust/Replace Steering Gear)

Models:

1997 Chevrolet and GMC C/K Models

Excluding 3500 HD

Condition:

An owner may comment about steering wander or the perception of loose steering at highway speeds.

Correction:

Follow the Strategy Based Diagnostic Steps for the condition using the Service Manual, Section 3B3, Speed Dependent Steering, Diagnostic System Check. Perform the Front Wheel Alignment Preliminary Instructions in Section 3A-2. Verify that the front suspension "Z" dimension is within specifications per the trim height chart on page 3A-4.

Disconnect the left and right tie rod ends and check for tight or binding ball joints and that they are properly lubricated. If all components are correct, adjust the front wheel alignment to the following specifications.

Caster 3.80 to 3.90 degrees
 Camber 0.5 degrees +/- 0.5 degrees
 Sum Toe-In .24 degrees +/- 0.2 degrees

If condition persists,

- On vehicles below 8050 # GVW, adjust the steering gear worm tube preload and sector preload following the procedure described in S-3B1A.
- On Suburbans equipped with 6.5L Diesel Engine, under 8050 # GVW, built prior to March 5, 1997, replace the steering gear with P/N 26068771 and the EVO Module, P/N 16259513.
- On vehicles above 8500 # GVW, built prior to March 5, 1997, replace only the steering gear with P/N 26068771.

Parts Information:

P/N	Description	Qty
26068771	Steering Gear	1
16259513	Module, EVO	1

Parts are currently available from GMSPD.

Warranty Information:

1997 Chevy Truck & 1998 F/O 4WD V8-260 6.7L VIN R ST... Copyright © 1999, ALLDATA 1-800-960-3382 2.46

Steering: All Technical Service Bulletins Reduced Steering Effort

File In Section: 3 - Steering/Suspension

Bulletin No.: 86-32-06

Date: September, 1998

Subject:
Reduced Steering Effort
(Diagnose/Replace Steering Wheel Speed Sensor and Bearing Assembly)

Models:
1997-98 Chevrolet and GMC C/K, M/L, G Van Models
with EVO (Electronic Variable Orifice)

Condition

Some owners may comment about reduced steering effort while driving. This reduced steering effort may change back to the original effort intermittently during driving or remain until the next key off. These slight changes in steering effort do not affect the control of the vehicle, but may alert the driver that the system is not operating as intended.

Cause

The condition may be caused by high electrical resistance in the circuit of the wheel speed sensor. The high electrical resistance is a result of inadequate contact pressure of the electrical contactor in the sensor.

Correction

Follow Steps 1, 2, and 3 of the Strategy Based Diagnostics for this condition. Refer to Section 2B5 of the Service Manual, Diagnostic System Check. Verify that there are no stored DTC's. The condition described above typically will not set a DTC. If no DTC is found, do the following diagnosis:

1. Disconnect the 3 wire connector from the steering wheel speed sensor.
2. With the key in the OFF position, use a digital multimeter (DMM) to test for resistance between CKT 1057 (ORN/BLK) and CKT 1 (LT BLU).
3. Rotate the steering wheel slowly from lock to lock.
4. Record the highest reading. If the reading is above 120 ohms, replace the steering wheel speed sensor and bearing assembly. If the reading is below 120 ohms, the steering wheel speed sensor is functioning as designed.

Parts Information

P/N	Description
26076105	Sensor Kit, Steg Whtl Spd (w/Brg) (C/K, M/L)
26076113	Sensor Kit, Steg Whtl Spd (w/Brg) (G Van)

Parts are currently available from GMSPPO.

Warranty Information

For vehicles registered in your state, use:

7 days

NHTSA.COM
202.366.0123
WWW.NHTSA.DOT.GOV

GM CUSTOMER SERVICE
File # 000115057

1997 Chevy Truck K1500 F/U 4WD V6-250 S.TL VIN R SA : Supplg and 1999 ALldata 1-800-889-3282 3.45

Labour Op	Description	Labour Time
72002	Oil and filter change	1.00 Subtotal Labour Operation Time
73404	Change and top up coolant	
73400	Flush and top up water	
73410	Flush and top up	
73420	Flush and top up	

For vehicles repaired under warranty, use:

Important:

Labour operation is coded to base vehicle coverage in the warranty by these

1997 Chevy Truck K1500 PU 4WD V8-380 6.7L VIN B S... Copyright © 1999, ALldata 1-800-860-3262 3.45

E7600

Sensor, Steering
Wheel Rotation
(SVC) - Replace

Use Published
Labor Operation
Time