

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

284

Date Received

13-JUN-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

863498

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.) (located at front of vehicle or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GNDX03E8VD151258	CHEVROLET TRU	VENTURE	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
--	---	---	--	--	---	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01400000	Part Name(s) STEERING/GEAR/ACK AND PINION	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 3C-WA*-2000 Mileage at Failure(s) 49 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? 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(IES)

WHILE DRIVING RACK AND PINION STEERING BROKE IN HALF. DEALER HAS INSPECTED VEHICLE.*AK

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.

 U.S. Department of Transportation National 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 284 Date Received RECEIVED 13-JUN-2000 10 JUN 2000 7:27 AM OFFICE DEFECTS INVESTIGATION 863498	
OWNER INFORMATION (Type or Print)				Work Number _____ Home Number _____	
Do you authorize NHTSA to contact you or the vehicle manufacturer regarding this vehicle? ☒ YES ☐ NO Signature of Owner _____ Date <u>6/24/00</u>					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make		Vehicle Model	Vehicle Year
1GNDX03E8VD161258		CHEVROLET TRU		VENTURE	1997
Current Odometer Reading		49300			
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)		☐ Turbo
2-98	Arnell Chevrolet		6		☐ Diesel
☐ New ☒ Used	City <u>Buena Vista</u> State <u>IN</u> Zip Code <u>46304</u>		No Cylinders <u>6</u>		☒ Gas
Transmission Type		Antilock Brakes	Restraint System		Cruise Control
☐ Manual ☒ Automatic		☒ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag		☒ Yes ☒ No
Drive Train		Vehicle Type		Body Style	
☒ Front ☐ Rear ☐ 4-Wheel		☒ Car ☐ Sport Utility ☒ Van ☐ Truck ☒ Minivan ☐ Motorcycle ☐ Other		☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component #1400000	Part Name(s)		Location		Failed Part(s)
	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 Contacted?
	30-MAY-2000		☐ Yes ☒ No		☐ Yes ☒ No
	Mileage at Failure(s)				
	49000				
	Vehicle Speed at Failure(s)				
	20 MPH				
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
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHILE DRIVING RACK AND PINION STEERING BROKE IN HALF. DEALER HAS INSPECTED VEHICLE.*AK Rack & pinion broke inside boot, causing fluid to leak out, damaged tensioner and also serpentine belt, this allowed steering wheel to spin →					
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.

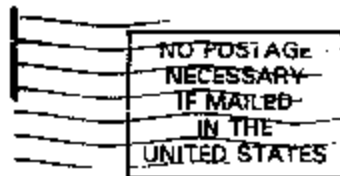
NARRATIVE DESCRIPTION (CONTINUED)

freely, thus causing tape that connects to airbags to break therefore disabling airbags. In course of repairing bought an aftermarket part from NAPA Auto Parts and found it to be defective, purchased a 2nd one from them - again part was defective then spent the extra money & purchased from GM - this part seems to be O.K. The original part was returned to NAPA as a core deposit was required as were the 2 defective parts. Fortunately the 1st failure occurred as I backed out of driveway & proceeded down the street and not on expressway. I had been on 1/2 hour before because I had no steering once it broke!!

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

400 Seventh St., S.W.
Washington, D.C. 20580

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

