

National Highway Traffic Salety Administration 400 Seventh Street, S.W. Washington, D.C. 20590

<u>CERTIFIED MAIL</u> RETURN RECEIPT REQUESTED

JAN 12 2004

Mr. Lyndon R. Lie, Director Product Investigations General Motors Corporation Mail Code 480-106-304 30500 Mound Road Warren, MI 48090-9055 NVS-214njs PE04-004

Dear Mr. Lie:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE04-004) to investigate allegations of the hydraulic pump shaft fracturing, resulting in a loss of power assist for steering and/or braking in MY 2000-2002 Chevrolet and GMC 2500 and 3500 series trucks manufactured by General Motors Corporation, and to request certain information.

This office has received 19 reports of the hydraulic pump shaft fracturing resulting in a loss of power assist for steering and/or braking in the subject vehicles. Allegedly there are two crashes with one injury. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- Subject vehicles: all MY 2000-2002 Chevrolet and GMC 2500 and 3500 series trucks manufactured for sale or lease in the United States.
- <u>Subject component</u>: all hydraulic pumps used in the brake and/or steering systems installed on the subject vehicles.
- GM: General Motors Corporation, all of its past and present officers and employees,
 whether assigned to its principal offices or any of its field or other locations, including all
 of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and
 all of their headquarters, regional, zone and other offices and their employees, and all
 agents, contractors, consultants, attorneys and law firms and other persons engaged
 directly or indirectly (e.g., employee of a consultant) by or under the control of GM





(including all business units and persons previously referred to), who are or, in or after January 1, 1998, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- Design, engineering, analysis, modification or production (e.g. quality control);
- Testing, assessment or evaluation;
- Consideration, or recognition of potential or actual defects, reporting, record-keeping
 and information management, (e.g., complaints, field reports, warranty information,
 part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- Alleged defect: the power steering/power brake hydraulic pump shaft fails, resulting in a
 loss of power assist for steering and/or braking.
- Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs. microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers. including, but not limited to, information on bard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by GM, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available. "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the

manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as GM has previously provided a document to ODI, GM may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After GM's response to each request, identify the source of the information and indicate the last date the information was gathered.

- Separately state, by model and model year, the number of subject vehicles, equipped with hydro-boost and those without hydro-boost that GM has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by GM, state the following:
 - a. Vehicle identification number (VIN);
 - b. Make;
 - c. Model:
 - d. Model Year;
 - e. Date of manufacture; and
 - Date warranty coverage commenced.

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- For each brake system (hydro-boost and non-hydro-boost) state the number of each of the following, received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;

- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Property damage claims; and
- e. Third-party arbitration proceedings where GM is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and GM's assessment of the problem, with a summary of the significant underlying facts and evidence. For items e and f, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. GM's file number or other identifier used;
 - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number,
 - d. Vehicle's VIN:
 - e. Vehicle's make, model and model year,
 - f. Vehicle's mileage at time of incident:
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether a crash is alleged;
 - Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a preformatted table which provides further details regarding this submission.

- Produce copies of all documents related to each item within the scope of Request No. 2.
 Organize the documents separately by category (i.e., consumer complaints, field reports, etc.).
- For each brake system (hydro-boost and non-hydro-boost) state, by model and model year, and hydraulic pump part number the total count for all of the following categories of claims,

collectively, that have been paid by GM to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- GM's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN:
- d. Repair date;
- e. Vehicle mileage at time of repair,
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code:
- g. Labor operation number;
- h. Problem code;
- Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- 6. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by GM on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that GM offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM is planning to issue within the next 120 days.
- 8. For the two systems (hydro-boost and non-hydro-boost) provide a full technical description of the power steering and/or power brake systems as applicable.
- Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may

- 9. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, GM. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;
 - The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - Engineering group(s)/supplier(s) responsible for designing and for conducting the action;
 and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- 10. Describe all modifications or changes made by, or on behalf of, GM in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles and for similar model vehicles for model year 2003. For each such modification or change, provide the following information:
 - The date or approximate date on which the modification or change was incorporated into vehicle production;
 - A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part numbers (service and engineering) of the original component;
 - e. The part number (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that GM is aware of which may be incorporated into vehicle production within the next 120 days.

- 11. State the number of each of the following that GM has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale;
 - Subject component; and
 - Any kits that have been released, or developed, by GM for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number) Also identify by make, model and model year,

any other vehicles of which GM is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

- 12. Furnish GM's assessment of the alleged defect in the subject vehicle, including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The reports included with this inquiry.

This letter is being sent to GM pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. GM's failure to respond promptly and fully to this letter could subject GM to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If GM cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, GM does not submit one or more requested documents or items of information in response to this information request, GM must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

GM's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by February 23, 2004. Please refer to PE04-004 in GM's response to this letter. If GM finds that it is unable to provide all of the information requested within the time allotted, GM must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If GM is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information GM then has available, even if an extension has been granted.

or are protected from disclosure pursuant to 18 U.S.C. § 1905, GM must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. GM is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Nate Seymour of my staff at (202) 366-6965.

Sincerely,

Richard Boyd, Chief

Medium & Heavy Duty Vehicle Division

Office of Defects Investigation

Enclosure 1, one CD ROM titled Data Collection Disc containing three files Enclosure 2, 19 VOQs- 892277, 865823, 888519, 10024051, 10001280, 8013770, 10010035, 10044162, 10048638, 765255, 8007603, 8008809, 894345, 10048584, 8024059, 10003767, 770326, 10048467, 872990



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FOR AGENCY USE ONLY 415 **DOT Auto Safety Hotline** Repository 🔲 Date Received Vehicle Owner's Questionnaire U.S. Decartment To Report Vehicle Safety Defects of Transportation 1-888-DA5H-2-DOT 17-MAY-2001 National Highway Reference No. (1-888-327-4236) Traffic Setety 888519 INTERNET www.nhtsa.dot.gov/hotfise Administration OWNER IMPORMATION (Type or Print) Davilme Telephone Number E-mail Address Name Addre Number City Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? On you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES' In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Cate_ Signature of Owner VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's skile. Model Model Year Make SILVERÁDO 2000 CHEVROLET 1GCGIC9LBYE175542 Date Purchased Dealer's Name and Talaphone Number Ergina: Fuel Type:. No: Cylinders Dealer's City State Zlp Code Original Owner Ø Vehicle Component Code Transmission Type 🔣 Antilock Brakes **Powertrain** 015100 STEERING:HYDRAULIC POWER ASSIST-PUMP XI Cruise Control Multiple Fallure: 1 FAILED COMPONENT(\$)/PART(\$) INFORMATION Failure Micago Faiture Speed Incident Date(s) 12-MAY-2001 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIME FAILURE Tre Stre (Example P215/65R15) Tire Model (Name or Municer) Tire Make DOT No. (Example: DOTMAL9ABC036) Original Equipment Falure Location: Tire Component Code The Fallure Type ADOTTIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT PAILURE Model No./Name: Make: Date Manufactured: Installation Systems Seat Type: Child Seat Component Code: Falled Part: APPLICABLE INCIDENT INFORMATION (Piense denotive in detail the inchenics), Faibrech), Craddes), and Inluy Bus () Number of Persons Intered Number of Deaths Reported to Police Crash Yes X No. Ð ☐Yes XiNo Marretive Description of Incident(5), Crash(as), and Injury(los). Please describe (1) events leading up to the follows, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE TRAVELING AT 5 MPH POWER STEERING AND POWER BRAKES WENT OUT AT SAME TIME. DEALERSHIP EXAMINED VEHICLE AND DETERMINED THAT THERE WAS A BROKEN SHAFT IN POWER STEERING PUMP THAT CAUSED A LOSS OF THESE TWO POWER ASSISTED SYSTEMS. *AK CONLISMER STATES HE WAS ADVISED BY DEALERSHIP THAT THIS IS A COMMON PROBLEM WITH THESE TYPES OF VEHICLES. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This Mioranation is requested surseent to a atherby vested in the Mitigal Highway Traffic Safety Act and minimpeent are endowed. You are endown as obligation to respect this questionable. Your response may be used to seekt the MITSA is determining whether a Manufacturer about the superprinte action to correct a sufety defect. If the INTSA proceeds with administrative enforcement or Higheston against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

DOT Auto Safety Hotiline

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PAILED COMPONENT(S)/PART(S) INFORMATION																
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13-OCT-2003		47000]			1										
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Child Seat Compone	NC LOG	5 :		railed	_	LICABLE IN	CTOFF	T THEODAY	ATM	<u> </u>						
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Include. If available: Police/Fire Department Report. Photos, and Reggir Invoice.

ATJACH ADISTIONAL SHEETS IF NECESSARY
The Privacy Act of 2874-build Law 93-579 This information in requested pursuant to authority vested in the Millional Highway Traffic Shiety Act and subsequent ammendments. You are under no abligation to respond this questionwaite. Your response may be used to substitute Millional Highway Traffic Shiety Act and subsequent amount to be Millional Highway Traffic Shiety Act and subsequent amount to be Millional Highway Traffic Shiety Act and subsequent amount to be millional to correct a safety defect, of the Millional Highway and the millional traffic Shiety Act and subsequent response may be used in support of the agency action.

										Form Lune		G.H.B. No. 2127-0006		
			_	AT 1:30 E	afety Notin				F 0	R AGENCY USE ON		20		
U.S. Departmen of Transportatio Hational Highw Traffic Safety Administration	n vay	1	icle Fo R	Owner aport Valid 1-888-D (1-888-	's Questi lele Safety ASH-2-DOI -327-4236) htse.dot.go:	lon Defi	ects		Date Rec		Repository :			
ACCES 100	-	MER INFOR	MAT	TION (Type	or Print)			-						
Nome Addr City						Ī				Telephone Number	E-ma	I Address		
Bo you authorize In the absence of Signature of Own	an aut	to provide i horization, N	1 cap IHT5	Y OF CHIS FORM A WILL NOT	ort to the men. provide your	nam:	e or addras	ur velt us to th Deute	e vahicle	MYES	NO			
					VEHICLE IN									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GTGK29U7YE139437							Make GHC			Model Sterra		Model Year 2000		
Date Punchas D9-OCT-99				nd Telephone	: Number					Engine: No: Cylinders		Fuel Type: Gas		
Original Owne	r 	Dealer's City	i				State	Zρ¢	iode					
Transmission Type AUTOMATIC		ntilock Brakes ruise Control	•	wertrain WHEEL DRIVE	E		Vehicle Component Code 015100 STEERING:HYDRAULIC POWER ASSIST:PUMP							
							Multiple F	ature						
			_		D COMPONE	T(S)/ PART(\$)	DER	RIMATIC	н				
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rre corponent co	<i>.</i>									Failure Type				
		ADDITION	<u>WL I</u>					_		SEAT FAILURE				
Make:		· - · · · ·			Date Manufact	_			Model No	./Neme:				
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Critic Seat Compose	an coo	E.		APP	LICABLE INCI									
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										VEHICLE, *AK THE THE PRONT END. *		TY CIRCUIT		

Indude, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of \$474-Public Lane \$55-578 Title inforcestion in requested a parameter to authority unaded in the National rightney Treffic Burlety Act and subsequent absolute. You are under no obligation to respond this geneticomains. Your responds many in used to another the NHTSA in determining whether a Hamelecturer should take appropriate action to correct a safety defect. If the INTSA procused with administrative entercement or Stigation against a restrictionary, your response, or a statistical assumency thereof, may be used in support of the against a section.

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		DOT Auto	Safety Hotline		L	FOR AGENCY USE OF	VLY 415					
U.S. Departmen of Transportation	on	To Report Ve	r's Questio hide Safety De -DASH-2-DOT	nnaire _{fect}	Date	Received	Reposito					
Matterni High Traffic Safety			8-327-4236)			10-JUL-2001 Reference						
Administratio		ERMET:	nhtsa.dot.gov/	hotline		892277						
	OWNER INFO	кматтон (тур	e or Print)		Thousand	ne Telephone Number	E-mail Add					
Name					LAN	ns taemore munbe	CHIER ACC	mess .				
Addre City						Number	<u> </u>					
Do you authorize to the absence of Signature of Own	an authorization, .	a copy of this re NHTSA WILL NO	port to the manufa T provide your name	cturer of you no or address	r vehicle? to the vehi Deta <u>/</u>	☐ YES ☐ Icle manufacturer. /	Q NO	•				
			VEHICLE DATE	RMATION								
17 digit Vehicle Ident	Mestion Number Local	ed at bottom of wi	ndskield on driver's sick			Model	Mod	el Year				
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Date Purchas 11-SEP-00	ad Dealer's Na	me and Telephor	ne Number			Engine: No: Cylinders		e) Type: Diesel				
Original Owne	r Dezler's Ot	Y 		Zip Code								
Transmission Type AUTOMATIC	Antilock Brake	L	mponent Co EERING:HY	rie Draulic Power ass	SIST:PUMP							
AU IOPALIA.	Cruise Control	1 141155	**	Nultiple Fa	Aure: 1							
	<u> </u>	PATI	ED COMPONENT()/PART(6)	OFCRNAT	TON						
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	ADDITION	ALTIBAS TO E	SE COMPLETED W		DAR Y CHIII	D SEAT FAILURE						
Make:			Date Manufacture		Model	No./Name:						
Seat Type: Child Seat Compone	est Codes	Falled Part:	Installation System	<u>n:</u>								
Carlo See. Campare	ak cooci	ف سنده	PLECABLE INCIDE	T DECRMA	TION		_					
			e in detail the incidents's									
Cresh □Ves 136%	Pire □Yea XINo	Number of Pe	rsons Injured Nu	amber of Deat	hs Rep	Orted to Police N						
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Include, if available: Police/Fire Department Report, Photos, and Report Involce.

ATTACH ADMITTMAL SHEETS IF INFORMACY
The Privacy Act of 1974-Public Law 82-879 This information is requested parametric controvity vested in the Historial Highway Truffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NETSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the MITSA proceeds with administrative enforcement or Rigotion against a manufacturer, your response, or a statistical assensory thereof, when he used in support of the agency's action.

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			DOT Aut	Safety Hoti	ne			F0	R AGENCY USE ON	LY	100134	
U.S. Department of Transportation		Vehi	'o Report V	er's Quest ehide Safety	/ Del	inaire fects		Date Red	zelved .	Rep	ostary 🗍	
National High Truffic Safet Administrati	Y	INT	(1-B	8-DASH-2-DÖ 88-327-4236 /,nhtsa.dot.gc)	otline		16	JUN-2003	Reference No. 10024051		
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				VEHICLE:	Der O	RMATION						
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Data Purchas 05-APR-00			Dealer's Name and Telephone Number PHILLIPS CHEVROLET						Engine: No: Cylinders <u>8</u>	Fuel Type: Gas		
Original Own	EL	Dealer's City FRANKPOR		State Zip C JL 6040								
Transmission Type		ntillock Snakes	Powertrain			Vehicle Co 015200 51			AULIC POWER ASS	ST:H	OSE, FIFING, AND	
AUTOMATIC	DXI C	ruise Control				Multiple Fe	dure:	: 1				
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Make: Seat Type:				Dete Manufaction Sy	_		!	rodel No.	/Name:		·	
Child Seat Compon	ent Cod	e:	Falled Part		£24-11	<u></u>	-					
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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF AND FISSARY
The Privacy Act of 1974-Public Lane \$3-579 Title information is requested parameter to authority vested in the letteral Highway Traffic Safety Act and unknowing amendments. You are select no obligation to respond this quantitions after Your responds risky be used to smith the NITSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NITSA precedes with administrative embroarment or Higgs the against a remaindaturer, your response, or a statistical enumerry thereof, may be used in support of the agency a action.

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National High Traffic Safety	MARKY			1-866- (1-668	DASH-2-DO 3-327-4236 htsa.dot.go	7 }			20-	DEC-2002	Reference No. 10001280			
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THE VEHICLE WARRANTY. TS

Include, Flavelable: Police/Fire Cepartment Report, Photos, and Repair Invoice.

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DOT Auto Safety Hotline

FOR AGENCY USE ONLY 1367										
Date Received	Repository									
11-JUL-2002	Reference No. 8013770									

U.S. Departme		Veh	icle	Owner	's Ques tele Safet	tion	inaire lects	1	Date #	eskory 🗀				
	of Transportation To Report Vehicle Safety Defects 1-888-DASH-2-DDJ Netional Highway (1-892-327-42361									11-JUL-2002	Ref	ference No.		
	Mittonal righway (1-888-327-4236) Traffic Safety INTERNET www.nhtsa.dot.gov/hotline								,	11-141-2002		13770		
Administratio		IMI	Eke	ET SWWW.IN	Ma.corg	OY / F*	OCENE					13//1		
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Addre										ber	1			
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U.S. Department of Transportation

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-898-DASH-2-DOT

FOR AGENCY USE ONLY	1367
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Date Received	Repository 🗆

Traffic	al Highw Safety Introtion	City THICE METALLIAN skipp dat new /hotiline							3	Reference No. 10010035					
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DOT Auto Safety Hotifre

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Date	Received

FOR AGENCY USE ONLY 1367

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ATTACH ADDITIONAL SHEETS IF NECESSARY

Include. If available: Police/Fire Department Report, Photos, and Repair Invoice.

The Privacy Act of 1974-Public Law 53-579 This information is requested pursuant to authority vested in the initional Highway Traffic Safety Act and subsequent ship and market, You are under no obligation to respond this quantiference. Your requires may be used to assist the HITSA is determining whether a Hampfacturer should take appropriate action to correct a safety defect. If the HITSA proceeds with administrative anforcement or Hitsation against a manufacturer, your response, or a statistical supressey thereof, may be used in support of the agency's action.

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Include. If available: Police/Fire Department Report. Photos, and Repair Involve.

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Include. If available: Police/Fire Department Report, Photos, and Repair Invoice.

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			a		in detail the Ingdentif			d Infor	r(les).)		_	
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X Yes No Yes X No

Nervative Description of Incident(S), Crash(es), and Injury(les).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.

to, parts repaired or replaced (and I old part is available).

WHILE DRIVING 20 MPH. BRAKE AND POWER STEERING PUMP BROKE, CONSUMER REARRINDED ANOTHER VEHICLE WITH FRONTAL IMPACT. BRAKES DID NOT TAKE HOLD. CONSUMER CONTACTED DEALER, AND MECHANIC STATED BRAKES SHOULD NOT HAVE BROKEN. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Involce,

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 63-979 This information is requested pursuant to extincitly vested in the Hitland Highway Traffic Safety Act and subsequent sequences to set to each the Hillian in determining what it is accounted by a continuous to extincitly vested in the Hillian in determining what it is accounted by a continuous to extend the Hillian in determining what is a subsequent should take appropriate action to correct a substy defect. If the Hillian is the minimization of the first process with adoption appropriate action to correct a substy defect. If the Hillian with adoption to require the response of a statistical seminary thereof, may be used in support of the egency's action.

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o naequences, and (3) what was done to correct the failure; La, parts repaired or replaced (and Weld part is available).

CONSUMER STATES THE POWER STEERING PUMP SHAFT TWISTED OFF CAUSING LOSS OF POWER STEERING AND BRAKES WHILE DRIVING. TS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY The Privacy Act of 1974-Public Law IS-579 This information is requested in the National Philipping Sheets, If NETHOSAR The Privacy Act of 1974-Public Law IS-579 This information is requested by the national Polymer was been in the National Piglinery Fundamental Year response was been been sufficient to determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NITSA proceeds with administrative enforcement or Rigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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Crash Yes X No		es IX No			sons Intured	Nu	mber of Dea	eths	Report	ed to Police N						
Nerrative Descript Pinase describe (1 Le, ports repaired	don of I	te leading up	ᇥ	m falkare, (2) follows and it	ts com		and (3) what w	as done to correct	the fe	Mure;				
WHILE DRIVING A THE VEHICLE. TH	T 20/3! IS WAS	S MPH, THE V S AS A RESUL	EHK T OP	LE PULLED T THE STEER!	TO THE RIGHT ING SHAFT SE	TTTLE TTTLE	THERE WAS NG IN HALF.	NO PO PLEAS	OWER STI SE PROVI	EERING, CONSUMI DE MORE DÉTAILS	ER LØS i. TS	T CONTROL OF				

Include, If available: Police/Fire Department Report, Photos, and Repair Invoice.

The Privacy Act of 1874-Public Lave 83-878 This information is requisited parameters to authority vasted in the National Highway Traffic Bafaty Act and subsequent grapheness. You are under no obligation to respond this quantita under. You respond the State of the State of State o ATTACH ADDITIONAL SHEETS IF NECESSARY