



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received  
5 02-JAN-2003

Repository   
Reference No.  
10001873

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City MIDLOTHIAN State VA Zip Code [Redacted]

OFFICE INVESTIGATION  
Daytime Telephone Number [Redacted]  
Evening Telephone Number [Redacted]

E-mail Address [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

**VEHICLE INFORMATION**

17. (Get Vehicle Identification Number (VIN) as bottom of windshield on driver's side)  
1G3HN52LBR4806361 Make OLDSMOBILE Model DELTA 88 Model Year 1994  
Date Purchased \_\_\_\_\_ Dealer's Name and Telephone Number Pence Dealership 804-378-3000 Engine: No: Cylinders Regular  
Original Owner  Dealer's City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Transmission Type  Antilock Brakes Powertrain \_\_\_\_\_ Vehicle Component Code D60000 ENGINE AND ENGINE COOLING  
 Cruise Control Multiple Failure: \_\_\_\_\_

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 09-OCT-2002 Failure Mileage \_\_\_\_\_ Failure Speed \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make \_\_\_\_\_ Tire Model (Name or Number) \_\_\_\_\_ Tire Size (Example P215/65R15) \_\_\_\_\_  
DOT No. (Example: DOTM4LSA8C036)  Original Equipment Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code \_\_\_\_\_ Tire Failure Type \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured \_\_\_\_\_ Number of Deaths \_\_\_\_\_ Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (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 DRIVING, VEHICLE CUTS OFF AND ALL THE INTERIOR LIGHTS STAY IN. DEALER NOTIFIED. PLEASE PROVIDE ADDITIONAL INFORMATION. TS

Car has a major safety defect. I was fortunate and did not get hurt but someone can seriously get hurt.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

February 26, 2003

Oldsmobile Customer Assistance Center  
P. O. Box 33171  
Detroit, MI 48232-5171

**Subject:** 94 Oldsmobile Delta 88 - Vehicle ID - 1G3HN52L8R4806361  
**Case # with Oldsmobile - 1-56765168**  
**Major defect in the car and which is a safety issue**

The car cutoff without a warning. It has happened to me while driving on a highway at 60 miles an hour and it cutoff. Steering loses power and it is difficult to bring it to complete stop on the side. I have been fortunate that I did not get hurt but with this major safety defect, someone can get killed or kill someone with an awful accident. If it is a sensor problem or anything else, it is a major defect. I was lucky each time the car cutoff but if someone has the same model and the car has a major defect then it might be too late. I am submitting this case as a major safety hazard and problem can't be detected by certified GM mechanics.

I own the 94 Oldsmobile car which I purchased new from Pence dealership in Midlothian, VA. Since October 2002, I am having problem with the car and I took it to the dealership to get it fixed but it's still not fixed.

**Problem:** The car cutoff while driving. This is a GM car and I took it to GM dealership where I purchased the car. They are not able to fix the problem. This problem started in October, 2002 and it's almost 5 months and car is not fixed.

Following are the steps I have taken to get the car repaired but have not succeeded.

On October 9, 2002, took the car to Pence dealership and explained it to them that car cutoff while in driving. They checked it and charged me \$379.69 for the service. (see the attached receipt).

On October 14, took the car back again because I was driving on the highway at 60 miles an hour and car cutoff on me. I took it back to the dealership. This time they charged me \$124.67 for the service and said the car is fixed.

On October the 15<sup>th</sup> afternoon we had to take the car back in and on October 15<sup>th</sup> they called me and said that nothing is wrong and told me to take the car back.

I was out of town from Oct 20<sup>th</sup> thru November 11<sup>th</sup> and did not drive the car. When I came back I drove the car again. The same problem occurred again. When we took the car back to them, one of they suggested that it is the Gas tank and our Gas tank has water or dirt in it. Getting it replaced will be the answer. Since their prices are the dealership prices so I shopped for good prices and took the car to G. R. Auto. He kept the car over a

week, tested it and it was cutting off on him so he changed the Gas tank. We had to pay him \$540.74. This was done due to a suggestion made by Pence service desk.

On November 5<sup>th</sup> I took the car back to Pence saying the same problem is still there. They kept the car and said that we fixed it. It was the Crank Shaft Sensor which was over heating.

On December 4<sup>th</sup>, the car cutoff in the middle of the road and I had to get AAA to get the towed to Pence dealership. They returned the car without fixing it.

On December 18<sup>th</sup>, the car cutoff in the Middle of the road, I had to call AAA to get the car towed to Pence dealership. This time car would not start at all. They kept it till Dec 23<sup>rd</sup>. They gave me a rental for few days. I told them that I am completely frustrated with their service. I was leaving to go out of town on December 24<sup>th</sup>. The Pence people told me that my car is fixed and I need to bring the rental back and pick up my car. As soon I picked up the car it stopped in the parking lot. I told the mechanic, they completely ignored me. I was very stressed and took the car home. It stopped several times. Next day I rented the car from same rental people, AutoMax from where Pence had rented the car for me.

On January 8<sup>th</sup>, I changed the car Battery. No change.

During the process I contacted GM customer service representative and she opened the case. You can follow up the case for all the reporting. The case # is 1-56765168  
The GM representative was not help at all. At this time I had to tell Kimberley Weisker, who is the representative that if Pence say that they cannot find the problem, I have to find some other mechanic to tell you that there is a problem. It is a safety hazard. If GM certified mechanics cannot find and correct the problem then who will correct the problem.

Lastly through referrals, I found out about Ray's Auto Service and took the car to him. He kept it for couple of weeks. He drove it and it was cutting off on him very frequently. About a week ago I picked the car from him because he said he does not know what is causing it but it is a dangerous situation. It cuts off unpredictably. I have attached a receipt from him also.

I have reported this safety hazard to the National Highway Traffic Safety Administration and copy of this document will be mailed to them.

As you see from the attached receipts that I have paid lot of money to get it fixed but no change the problem still is there. I got this car towed twice to Pence.

As a GM customer I want to know where to get this car fixed. It is GM product and I do not know other than GM who can answer this question. Please respond back to the following address:

[REDACTED]  
Midlothian, VA [REDACTED]

Home Tel. # [REDACTED]

Work Tel. # [REDACTED]

Thank you very much. If you need additional information, please feel free to call me.  
Hoping to hear from you soon.

Sincerely, [REDACTED]

[REDACTED]  
Copy to: Vince Arendosh  
General Manager  
Perce Oldsmobile  
11841 Midlothian Turnpike  
Midlothian, VA 23114

Copy To: U. S. Department of Transportation  
National highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10-1  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
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ACT (FOIA), 5 U.S.C. 552(b)(6).**