



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 100147

Date Received

Repository

1999 May 26

Reference No.  
10019720

**OWNER INFORMATION (Type or Print)**

Name

Address

City BUFFALO

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 1/1

**VEHICLE INFORMATION**

Make OLDSMOBILE

Model CUTLASS SUPREME

Model Year 1991

Date Purchased 199

Dealer's Name and Telephone Number Glenn Campbell Oldsmobile

Engine: No. Cylinders 6

Fuel Type: GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

032000 STEERING: COLUMN

aut

Cruise Control

front wheel dr.

Multiple Failure: CRADLE BOLT LOOSE

steering knuckle

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

Incident Date(s) 02-MAY-2003

Failure Mileage

Failure Speed

The rear cradle bolts broke + the steering knuckle ripped out causing

no steering

**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: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location: military rd + Shellen St

off

Tire Component Code

Tire Failure Type

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

Name:

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

0

6

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 THE STEERING BOLT BECAME LOSE WHICH CAUSED THE STEERING WHEEL TO JUMP AROUND. THIS MADE IT DIFFICULT FOR THE CONSUMER TO STEER THE VEHICLE. \*NUM

while driving the steering knuckle ripped out + the cradle broke + the engine + everything else under my hood fell to the road. I had no steering + everything under the hood bent from the cradle breaking. They repaired the cradle but nothing else. The car is not safe, you cannot

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 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.

control it, because everything is so bent from the cradle breaking.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I they released the car to me with just repairing the cradle bolts - steering knuckle. There is other damage from the cradle breaking - the car is not safe to drive. The steering just takes off uncontrollable if you hit a dent in the road. The whole front suspension is just - some things broke from the engine falling so far. Motor mounts are broke, control arms are bent, ball shafts are loose and hitting the stabilizer bar and the steering wheel is loose. And I'm using 1/2 gallon of transmission fluid from the shafts being loose. I never signed any papers at the dealers accepting the car until I checked it out. The car is not fixed due to damage from recall - is not safe and they released it this way and said it was drivable. Also all the fluids were empty when I picked it up. I signed no acceptance of repair.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 79179 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
http://www.nhtsa.doe.gov/hotline