



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-CAR (1-888-327-4236)  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 252

Date Received

Repository

NO: 23  
22-JUL-2003

Reference No.  
100329907

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: ALPHARETTA State: GA Zip Code: [Redacted]

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 owner's name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 9/19/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G3WH52K2WF318822  
Make: OLDSMOBILE Model: INTRIGUE Model Year: 1998  
Date Purchased: 6-20-00 Dealer's Name and Telephone Number: Hennessey - Morrow GA 770-968-6800  
Original Owner: [Redacted] Dealer's City: Morrow State: GA Zip Code: 30135  
Transmission Type: Auto Antilock Brakes: [Redacted] Powertrain: [Redacted] Vehicle Component Code: 015300 STEERING:HYDRAULIC POWER ASSIST:POWER STEERING FI  
Cruise Control: [Redacted] Multiple Failure: 1

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

Incident Date(s): 22-JUL-2003 - they present  
Failure Mileage: all  
Failure Speed: all  
Manufacturer defect - Needs to be corrected

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

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: DOTM1A9ABC036): [Redacted] Original Equipment:  Prior Repair:  Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

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

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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: 0 Number of Deaths: 0 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 TRAVELING ON THE HIGHWAY THE STEERING COLUMN WILL INTERMITTENTLY VEER LEFT TO RIGHT WITHOUT PRIOR WARNING. \*AK

The Rack and Pinion needs to be replaced per Team One Chevrolet, Alpharetta GA.

Will not turn left most of the time. Steering wheel is completely upside down due to the wheel slipping left and right while trying to park in a parking space. The wheel turns about 15-20 times before

incorrect - I did not say this.

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 request. 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.

it will turn the car. I have had an accident due to trying to get the car to turn and it wouldn't so I ran into a pole. While moving, the car will not over ->

Before 10/1/03

Mostly right

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

turn left and I have to fight and pull on the steering wheel to try to get it to turn. This has caused strain on my neck and arms. Someone is going to be seriously injured or even killed if there isn't a recall on the Rack and Pinion on the Oldsmobile Intrigue. This is a serious problem and needs to be corrected right away. The car is barely operable.

Note:

I will be moving on [redacted] to:

Alpharetta, GA [redacted]

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 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
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  
ON

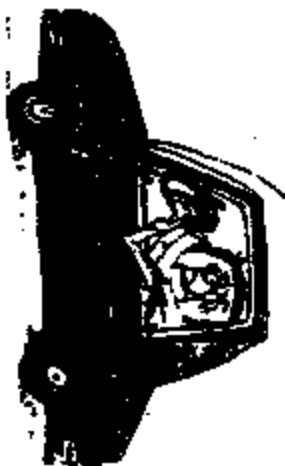
**DASH2DOT**

and dial toll free at

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

**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) & DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
<http://www.dot.gov/odiv>

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