



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 231

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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HAMILTON State: IL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: _____
Make: OLDSMOBILE Model: AURORA Model Year: 1997
Date Purchased: _____ Dealer's Name and Telephone Number: _____ Engine: _____ Fuel Type: _____
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Transmission Type: Antilock Brakes Powertrain: _____ Vehicle Component Code: 114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD
 Cruise Control Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): _____ Failure Mileage: _____ Failure Speed: 20

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: DOTPA19ABC036): _____ 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: Y

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).

CONSUMER NOTICED THE TWHILE TRAVELING 20-25 MPH AND WITHOUT ANY INDICATION VEHICLE CAUGHT ON FIRE . FIRE DEPARTMENT PUT FIRE OUT. *AK

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

The Privacy Act of 1974—Public Law 93-599 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.

Additional information.. Our 1997 Aurora Oldsmobile was purchased new by us in 1997 and had about 70,000 miles on the Odometer. On July 22,2003 I thought I smelled gasoline in the garage where the car and a pickup truck was stored. I could not find any leak and thought it was my imagination. The next day my wife drove the car about four mile across the Miss. River from IL. To IA . and made one stop while shopping and restarted the car and headed to another store a few blocks away in a business district, about twenty miles an hour, when all of a sudden their was an explosion under the hood and fire and smoke shot out of the hood. She stopped the car and got out and ran from the burning vehicle. The Keokuk, IA fire department came and put out the fire. The car was considered a total loss by the Insurance Co.

I reported the incident to your agency at the urgency of our mechanic. Your office gave me the telephone of Customer service of General Motors. I called 1-800-854-6011- Ext. 7244 and talked to Lotosha Hawkins about the incident. The Claim # 1-123018702. General Motors sent a man by the name of Chuck Fisher from St. Louis, MO to examine the car. Ms., Hawkins called me about Aug. 15, 2003 that General Motors could not find the cause of the fire and they were not responsible.

We had friends with an Aurora who had to replace the Rail in thir engine which was leaking and our mechanic informed us that he had to replace the rail in two Aurora's that were leaking recently. I feel their should have been a recall of this vehicle but General Motors claims they are not responsible.

We consider ourselves lucky that my wife was not injured in this fire and wonder what would have happened if this occurred in the garage when starting the car.

I hope this explains our problem in a little more detail. Needless to say we did not purchase another General Motors Product.

