



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  
(1-888-327-4230)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

2003 SEP 23 10 57 AM '03  
Date Received: 07-AUG-2003  
Repository:   
Reference No.: 10032381

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: ERIE State: PA 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 your signature, please print your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 7/9/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
PLEASE PROVIDE: 1G3GR12L8X4105886  
Make: OLDSMOBILE Model: AURORA Model Year: 1999  
Date Purchased: 6/2003 Dealer's Name and Telephone Number: SERVICES BY MOTSCH MOTORS ROTH MOTORS Engine: No. Cylinders: 8 Fuel Type: Premium  
Original Owner:  Dealer's City: Erie PA State: PA Zip Code:  
Transmission Type: AUTO  Antilock Brakes Powertrain: V8 Vehicle Component Code: 171100 LATCHES/LOCKS/JINKAGES: DOORS: LATCH  
 Cruise Control Multiple Failure: 1

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

Incident Date(s): 24-JUL-2003 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: DOTM15ABC036)  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).

CONSUMER STATED THAT THE DOOR LOCKS WOULDN'T UNLOCK PROPERLY CAUSING AND DISTRACTION TO THE CONSUMER. DEALER NOTIFIED. \*PH

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 an 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.

August 27, 2003

RE: Automatic Door Locking System 1999 Oldsmobile Aurora

Automatic door locks, suddenly and unexpectedly, quit working normally. In the course of a trip of less than 3 miles my locks quit functioning. When I placed the auto in gear at home the locks were working, when I placed the car in park at the office the locks did not disengage. I took the auto to an Olds dealer and I was informed that a control unit failed. I replaced the unit and the locks still did not work. I took the auto back to the dealer, they kept the car for 3 days. The problem could not be located, I needed my car so I took the car and scheduled an appointment. This way the car could be at the dealership for a prolonged period of time. The problem was narrowed down to two other units, which the dealership claimed were shorted out. The dealership service manager and a GM rep told me that the wiring and connectors corroded. This corrosion caused the shorts in the units. When I asked how this corrosion occurred the response was, its due to the floor getting wet, when there is snow or water on ones feet when you get into the car. I was told that I mustn't let any snow/water get into the car on my feet or the wiring will corrode again, and more shorts will occur. I'm not sure how to keep my feet dry in this climate and therefore, the floor of my car. I do not understand how corrosion can occur inside a car but connections outside and underneath the vehicle do not suffer any damage of this type.

My main concern is that, when the central locking system fails it is almost impossible to unlock the rear doors from the front seats as the manual lock is very close to the floor. If during an emergency there were young children in my back seat properly restrained, as is the law in this state, it would be almost impossible for the average person to reach the lock release. Therefore, any children riding in my car would be trapped during an emergency if my locking system failed. I find this unacceptable.



**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).**