



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 100192

Date Received

2004 JAN 22

17-DEC-2003

Repository ☐

Reference No.
10051702

OWNER INFORMATION (Type or Print)

Name

Address

City

VERSAILES

State

KY

Zip Code

Daytime Telephone Number

E-mail Address

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

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GHDX03EXW

Make

OLDSMOBILE

Model

SILHOUETTE

Model Year

1998

Date Purchased

APRIL 99

Dealer's Name and Telephone Number

DON JACOBI OLDS

Engine:

No. Cylinders

6

Fuel Type:

REG

Original Owner

☐

Dealer's City

LEXINGTON

State

KY

Zip Code

40504

Transmission Type

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Multiple Failure: X 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-3-03
12-20-03

Failure Mileage

79000

Failure Speed

15 MPH
TO 40 MPH

RIGHT REAR AUTOMATIC SLIDING
DOOR -

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: DOTM19ABC138)

☐ 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 COMPLAINED ABOUT AN AUTOMATIC SLIDING DOOR PROBLEM. A RECALL WAS ISSUED IN 2001, BUT THE PARTS NEEDED FOR REPAIR WERE INFERIOR, AND THE DOOR STILL DID NOT WORK. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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.

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

RECALL #18 DOCUMENTATION FROM GM IS THAT
1ST RECALL INVOLVED DEFECTIVE PARTS, THAT WAS
TO ELIMINATE POTENTIAL DOOR OPENING WHILE
VEHICLE IN MOTION. DOOR CONTINUED TO OPEN
2ND RECALL APPARENTLY PER GM WAS IN OCT 03
THIS PERSON NEVER CONTACTED THAT 1ST RECALL
PART WAS DEFECTIVE. 2ND RECALL DUE TO MY
COMPLAINT TO GM THAT DOOR AGAIN OPENED
WHILE VEHICLE IN MOTION WAS TAKEN IN FOR
REPAIR. IMMEDIATELY AFTER REPAIR DOOR
STILL OPENS WHILE VEH IN MOTION - DEALER
GM TELLS ME NOW MY PROBLEM BECAUSE
GM THIS DEALER PUT ON "NEW" PART. DOOR NOW IN OPERATIVE VIA DEACTIVATION
OF SWITCH.

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
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.dot.gov

January 3, 2004

[REDACTED]
Versailles, KY. [REDACTED]

National Transportation Safety Board

To Whom It May Concern,

Please find enclosed for your review, the information card with the vehicle data; 4 page documentation from General Motors of the door problem, and a separate documentation of the incident.

As noted on the information card, I want to bring to your attention that after the April, 2001 recall, that apparently GM knew did NOT take care of the original door actuator problem, they deliberately concealed the fact that the actuator device was defective, from me and presumably other owners.

The did NOT notify me that the first recall and installation of the device did NOT work and that they were faulty. They allowed me and my family to continuously drive the vehicle knowing well, as stated in their documentation, that the door indeed could open during movement.

Further, it appears that only when enough complaints were sent to GM then and only then did they respond that a second recall was necessary. They verbally advised me that they were aware of the situation in October of either 2002 and into October of 2003. But yet the did not recall my vehicle and only acknowledged the problem after I contacted them that the door opened while in motion on December 8, 2003, with the groceries falling out on the street and thank goodness the children were properly in their seats and restrained properly.

I consider this a blatant disregard for our safety and that it appears that GM hid the problem and waited until enough complaints were sent in. It is obvious that they took the same stand today that they took, as noted not only in the media but in correspondence to their own people and departments that it is financially beneficial to GM to pay for injury or death rather than recall.

I note again, to your department that they issue now is that GM is stating that the recall was complete and the NEW part was put on my vehicle, and that if the door is still not operating properly or if it opens and closes as before it is now my problem, as again the NEW ACTUATOR WAS PUT ON. Now I question this: was one put on as it is not visible; is the new actuator also faulty and or defective?

I consider that the life of my family was in danger by GM allowing us to drive the vehicle knowing there was a potential danger.

Your help in this matter is again, greatly appreciated.

Sincerely,
[REDACTED]

December 18, 2003

[REDACTED]
Versailles, KY. [REDACTED]

Mr. G. Richard Wagoner, Jr. Chairman and CEO
General Motors Global
300 Renaissance Center
Detroit, MI. 48265

Re:

Oldsmobile Silhouette, 1998/99

VIN: 1GHDX03EXW [REDACTED]

Dear Mr. Wagoner,

Please be advised of the following steps that I have taken referencing the LATEST recall for the above referenced vehicle.

On or about April of 2001 the vehicle was taken in for what we are now calling the FIRST recall for the decision that General Motors made regarding a defect in the door latch actuator, in my case the right rear door. We did take it in for the recall.

Recently, upon driving home with the children SAFELY strapped in their respective car seats and seat belted in the rear seats, upon turning a corner, the rear door opened and fortunately, ONLY the groceries and some Christmas presents fell out. I immediately notified GM via email and one Joanne Danzig called me back and instituted a repair at a local dealer, indicating in a return email that the original recall "fix", part was apparently defective and door could not latch and indeed open while the vehicle is in motion, per the e mail. During the weekend it did open several times and upon trying to close and lock it, the new actuator is either again a defect, or put on wrong, or not installed and/or there is another problem.

I immediately went back to the service manager and advised him that the problem was NOT fixed and he visually inspected and saw that the door not only constantly buzzed but continued to open and close and NOT latch. His comment was "the problem that GM told him to fix regarding the recall was fixed". Again I indicated to him that it appears that the problem is not fixed. His comment again was, not his problem. He had only authorization to put the new actuator on and nothing else. If I were to pursue the problem they would be glad to PUT THE CAR ON A COMPUTER AND DIAGNOSE THE PROBLEM AND FIX IT AT MY EXPENSE.

I immediately called Ms. Danzig concerning the problem and she advised me that the comments by the service people was true. They put the new part on (if they did), and any monitoring or fixing cost was to be incurred by me. She indicated that upon the computer analyzing the problem was to be paid by me and any fix, but...if the problem was indeed the new actuator then the car would be called back on a recall.

I find this whole thing unreasonable, irresponsible and General Motors and the dealer out of line. It is simple...either the new actuator is defective; the dealer did not put one on; nor fix anything or there is a severe problem other than the actuator.

Again, I feel that General Motors is irresponsible and negligent in allowing the problem to go on for three years with this vehicle owned by me and how many other people. GM apparently knew of the problem but indeed let it go as the second recall was initiated per Ms. Danzig but I was not notified. She indicated to me that perhaps there was an error that I was not notified. I contend that with this type of serious problem, AGAIN, I would have been breaking the doors down to get it fixed as before.

Recall number one cost me 8 hours of my time from work and the second cost me 5 hours. (Noting the problem was to be solved in up to 1 1/2 hours.

I have taken the matter up with the National Transportation Safety Board, the Federal Trade Commission and the Kentucky Attorneys General Office, Consumer Protection Agency. We are driving the vehicle with no operable rear door and again if we do use it there is the chance of it opening. Therefore the Van is useless as a van.

It is lucky that my wife and I abide by the safety laws and had the children strapped in. If we did not there could have been serious consequences, above picking up the packages and some of the groceries off of the street.

I would appreciate an immediate answer regarding the problem and that being that I do not feel that I should have to pay for a computer diagnosis and/or fixing the door to see what the problem is.

The problem is simple: the 1st recall, by General Motors own admission was a defective part.
the 2nd recall appears to be defective, or
there is a another problem that GM may not be aware of.

Inclosing, I would like an answer to this: If GM acknowledged a defective part on the first recall, why was I not notified that there was a problem. Why did I have to find out of a problem by having the door open while in motion. I cannot believe that GM sat back hoping that doors did NOT open and if they did hoped no one fell out. I recall during the Ford Escort fiasco that the media commented on documentation that Ford buried the problem. That if would be cheaper to pay off the injured or deceased rather than recall. As a 40 year Oldsmobile customer, I feel that GM is negligent regarding the problem or perhaps even fraudulent.

Again, a prompt reply will be appreciated.

Cordially,



Yahoo! My Yahoo! Mail

YAHOO! MailWelcome, dmdmdmd
[Sign Out, My
Account]Search
the web

Mail Home - Help

Mail - Addresses - Calendar - Notepad - dmdmdmd@yahoo.com [Sign Out]

Check Mail

Compose

Mail Upgrades - Search Mail - Mail Options

Folders [Add]

Inbox

Draft

Sent

Bulk [Empty]

Trash [Empty]

My Folders [Show]

**Check your
Credit It's
Free.****\$300K
mortgage for
only
\$200/month!****Easy Faxing
For
Your Yahoo!
Mail**

Previous | Next | Back to Messages

Delete

Reply

Forward

Spam

This message is not flagged. [Flag Message - Mark as Unread]

Date: 7 Dec 2003 16:26:38 -0400

From: cec@oldsmobile.com [Add to Address Book]

Subject: RE: Oldsmobile Silhouette Request #1-168449657

To: [REDACTED]

Dear Mr. [REDACTED]

Thank you for contacting the Oldsmobile Customer Assistance Cent sincerely apologize for the power sliding door concern that you experiencing with your 1999 Oldsmobile Silhouette. I understand very frustrating and would like the opportunity to assist you fu

Due to the nature of your concern, it is necessary to 7-9 p.m. E Time on Monday, December 8, 2003. If this time is not convenient you, please reply to this e-mail with the date and time it would for me to contact you. You may also contact me directly at 1-866-932-4368, extension 38906. I am available Monday -Thursday Midnight and Sunday from 1:00 p.m. - 9:00 p.m. Eastern Time.

Please provide the following additional information. This info is required to properly investigate your concerns.

Evening Telephone number (if different)

Current Mileage (you indicated 69,00 but our records indicate t last time it was at the dealer for on Februar6 7, 2003 it shows Purchased new or used (if used, mileage at purchase)

I have processed the information provided and have found 1 open on your Silhouette. An Oldsmobile dealer has not completed repa recall number 01059, according to our system. Please see your d as soon as possible to have this recall completed at no cost to The details of the recall follow.

Recall 01059:

[REDACTED]

**NOTE:
2nd
recall**

Venture, Pontiac Montana, Trans Sport, and Oldsmobile Silhouette: vehicles equipped with passenger side power sliding door. Some of these vehicles have door unlatch actuators in vehicles that were serviced for Recall 2001-01-001. From April- August 2001 have inadequate front welds. If a front weld fails, the actuator can jam in the unlatched position and, when the sliding door closes, it will not latch. If this happens, the power sliding door can open while the vehicle is in motion, particularly when the vehicle ascends a hill, turns, or travels over a rough road surface. An unrestrained occupant could fall out of the vehicle and be injured. This can occur even

What Will Be Done: Your dealer will inspect and, if necessary, install a new power sliding door unlatch actuator in your vehicle. This will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately 30 to 50 minutes. Additional time may be required to schedule and process your vehicle. If you have a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how additional time will be needed to schedule, process and repair your vehicle.

What You Should Do: Until we are able to inspect and, if necessary, replace the power sliding door unlatch actuator in your vehicle, some precautions you can take to reduce the potential for serious injury.

- o Before starting the vehicle, please make sure that all vehicle occupants are properly seated and restrained by a safety belt. It is important that you and your passengers always buckle up, with children and under properly secured in a rear seating position. Please refer to your Owner's Manual for specific instructions about correct safe use.

- o If possible, avoid using seating positions nearest to the power sliding door. Also, please make sure that any loose objects in the seating area are secured by a convenience net or placed in a storage compartment.

If you are not familiar with the dealers in your area, please visit our website and select the "Dealer Locator" option on the tool bar or simply clicking on the following URL:

http://www.gm.com/automotive/vehicle_shopping/dealer_locator/.

You may search for your preferred dealer by the dealer name, the city and state or by your zip code.

I have created a computer request with the information you have provided. Your request number is 1-168449657. Providing your response in any communication for this matter will be greatly appreciated.

I look forward to serving you.

If you should need to contact us in the future, simply reply to

message or call our Oldsmobile Customer Assistance Center at 1-800-442-6537. Customer Relationship Managers are available Monday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Oldsmobile.

Sincerely,

Joanne Danzer
Customer Relationship Manager
Oldsmobile Customer Assistance Center

#Subject=RE: Oldsmobile Silhouette Request

-----Original Message-----

From: [REDACTED]
Sent: 12/7/03 2:35:56 PM
To: cac@oldsmobile.com
Subject: Oldsmobile Silhouette Owner Assistance

Name : [REDACTED]
Address : [REDACTED]
Daytime Phone Number : [REDACTED]
Evening Phone Number : () - [REDACTED]
Vehicle : 1999 Silhouette
VIN : 1GMDX03EX [REDACTED]
Mileage : 69000
Dealer :

Comments : Per a GM recall we had the van, right rear automatic door, in at Don Jacobs, Lexington, KY for the fix and or repair. It was given a clean bill of health at that time. Sat, 12/06 the door opened while operating. It opened, thank goodness, as I was turning a corner, and at a slow speed. Then upon closing the door either automatically and or manually, a continuous buzzing is heard. Today,

Sunday 12 07, the door does not operate electically.. It does open and close manually, but the buzzing continues. We have what appears to be a dangerous situation and hesitate to drive it especially with the children, which we put in the far rear seats. I have contacted Don Jacobs and the tell me that they no longer handle Oldsmobiles????????nor can the fix it without authorization from GM. OR I CAN PAY FOR IT!!!!!! Nice public relations, wouldn't you say. Please advise. I don't wish to pursue this further. Thank You. We are Olds drivers since 1960.

Email Address : [REDACTED]

[Delete](#) [Reply](#) [Forward](#) [Spam](#)

[Previous](#) | [Next](#) | [Back to Messages](#)

[Check Mail](#)

[Compose](#)

[Mail Upgrades](#) - [Search Mail](#) - [Mail Options](#)

[Mail](#) - [Address Book](#) - [Calendar](#) - [Notepad](#)

[Address Book](#) · [Auctions](#) · [Antique](#) · [Briefcase](#) · [Calendar](#) · [Chat](#) · [Classifieds](#) · [Finance](#) · [Games](#) · [Goodies](#) · [Greetings](#) · [Groups](#) · [Health](#) · [Horoscopes](#) · [Holidays](#) · [Kids](#) · [Mail](#) · [Maps](#) · [Member Directory](#) · [Messenger](#) · [Mobile](#) · [Movies](#) · [Music](#) · [My Yahoo!](#) · [News](#) · [PayDirect](#) · [Personals](#) · [Pets](#) · [Photos](#) · [Platinum](#) · [Shopping](#) · [Sports](#) · [TV](#) · [Travel](#) · [Weather](#) · [Yellow Pages](#) · [more...](#)

Copyright © 1994-2004 Yahoo! Inc. All rights reserved. [Terms of Service](#) · [Copyright Policy](#) · [Guidelines](#) · [Ad Feedback](#)

NOTICE: We collect personal information on this site.

To learn more about how we use your information, see our [Privacy Policy](#)