



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

FDR AGENCY USE ONLY 100161

Date Received

2004 FEB 19 AM 10:13  
13-JAN-2004

Repository

Reference No.  
10053927

OWNER INFORMATION (Type or Print)

Name

Address

City

JENSEN BEACH

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized agent, please provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 1/23/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1G3WX52H2YF

Make  
OLDSMOBILE

Model  
INTRIGUE

Model Year  
2000

Date Purchased

5-24-2001

Dealer's Name and Telephone Number

Stuart Ford 888-218-9700

Engine:  
No. Cylinders

6

Fuel Type:

GAS, REG

Original Owner

Dealer's City

Coast Suburban CA

State

CA

Zip Code

94994

Transmission Type  
AUTOMATIC

Anti-lock Brakes  
 Cruise Control

Powertrain

Vehicle Component Code

013100 STEERING:GEAR BOX:SHAFT SECTOR

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10/28/02

Failure Mileage

26000

Failure Speed

Anytime

Partial solution - snapping & popping  
continues to worsen

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: DOTMALSABC036)

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), correction, and injury(s).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

None

Number of Deaths

None

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).

POWER STEERING GEAR ASSEMBLY WAS REPLACED AT 26,000 MILES. CURRENTLY, AT 35,000 MILES LOWER STEERING SHAFT MUST BE REPLACED. \*AK

Car continues to snap & pop when turning wheel & over road bumps - car acts like it is not attached to frame. Car feels loose. Have been to dealer several times & no answer till now & they say to replace lower steering column. Should have been originally -

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)

Should mention window motor failure, and recently  
Thermostat failure - front temp in 30 years to change thermostat  
for \$200<sup>00</sup>  
Robber seems similar to your recall for 98 Intiguera - currently  
I alerted Alan Shepard service at dealer that GM - you might call.  
Great car but it needs fixed

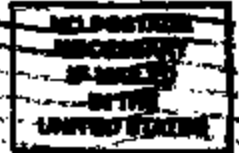
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US Department  
of Transportation

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



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OWNER'S  
QUESTIONNAIRE**

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TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

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**1-888-327-4236**

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(DASH) & DOT



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