



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received

AM 11:03

22-JAN-2004

Repository

Reference No.
10065652

OWNER INFORMATION (Type or Print)

Name

Address

City

LOUDON

State

TN

Zip Code

Daytime Telephone Number

Evening Telephone Number

Some

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 2/25/04

VEHICLE INFORMATION

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

1GHDX03E62

Make

OLDSMOBILE

Model

SILHOUETTE

Model Year

2000
2002

Date Purchased

2-28-02

Dealer's Name and Telephone Number

Rice Oldsmobile Knoxville, TN.

Engine:

No. Cylinders

6

Fuel Type:

Original Owner

Dealer's City

Knoxville

State

TN

Zip Code

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

142000 AIR BAGS:SIDE/WINDOW

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01 JUN-2003

Failure Mileage

26000

Failure Speed

15

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: DOTM16ABC098)

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

1

Number of Deaths

0

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'S VEHICLE WAS HIT ON THE DRIVER'S SIDE DOOR BY ANOTHER VEHICLE. UPON IMPACT AIR BAGS DID NOT DEPLOY. THE DRIVER SUSTAINED TWO BROKEN RIBS, AND WAS TAKEN TO THE EMERGENCY ROOM TO RECEIVE TREATMENT. *AK

car was totalled - broadsided by other vehicle
Company felt impact not sufficient enough to deploy
driver-side air bag. SIDE PUSH IN 1 1/2 inches

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.



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0104 ext
313.665.0911 fax

Jeneta Alexander
Claims Administrator

October 29, 2003

[Redacted]

Loudon, TN [Redacted]

RE: Claimant: [Redacted]
Our File No.: [Redacted]
Our Client: General Motors Corporation
Date of Event: 6/16/03
Subject Vehicle: 2002 Oldsmobile Silhouette
VIN: 1GHDX03E62 [Redacted]

Dear Mr. [Redacted]

This letter will serve to acknowledge your inquiry regarding the airbag system in your 2002 Oldsmobile Silhouette. We have reviewed our investigation that includes photos of the damage to your vehicle and data retrieved from your vehicle's airbag system computer.

The airbag system in your Oldsmobile Silhouette is designed to deploy when the vehicle is involved in a frontal impact that exceeds the deployment threshold. That threshold is determined by the rate at which the vehicle decelerates during the collision. The deceleration rate required to deploy the airbag varies depending on the size, weight and design of the vehicle. Deployment is not determined by the amount of damage sustained by the vehicle during the accident.

The airbag system in your vehicle is continuously monitored and controlled by a central computer system. In the event a malfunction or failure is detected in the airbag system, the computer identifies the problem, records the ignition cycle during which the problem is detected and activates the airbag warning light on the instrument panel. This same computer also records data during a deployment collision event.

The data retrieved from your vehicle's airbag system computer during our inspection indicates that the system was fully operational at all times prior to, during and subsequent to the accident. There is no indication that the airbag warning light was ever on prior to the accident. Photos of your vehicle suggest that the severity of the collision did not exceed the deployment criteria. In short, the airbag system in your vehicle performed properly by not deploying the airbags during this accident.

I enclosed a copy of the data retrieved from your vehicle and the translation of data completed by a GM engineer.

Sincerely,


Jeneta Alexander

Enclosures

[REDACTED]
London, TN [REDACTED]

Phone [REDACTED]

August 7, 2003

Ms. Jeneia Alexander, Claim Administrator
ESIS - General Motors Claims
P O Box 300
M/C 482-C20-1071
Detroit, MI 48265-3000

Re: File number 463422

Dear Ms. Alexander,

I wish to inform you that I plan to request compensation from General Motors Automobile Company as a result of the auto accident that occurred on June 16, 2003, in which the driver side airbag did not deploy on my 2002 Oldsmobile Silhouette. We feel strongly that if the airbag had deployed successfully, I would not have received the broken ribs.

We intentionally purchased the vehicle because it had the driver side airbag. So, in light of the fact that General Motors had a bad product; that I was injured as a result of the bad product; that I was in much pain for several weeks due to the broken ribs; that we had to cancel a cruise to Alaska the week of the accident; and medical bills, we intend to seek a reasonable settlement. We hope that this can be done without involving an attorney on our part.

Please realize that my entire summer has been negatively affected because of the injury. I personally take care of all the activities involving my house and lawn; we also do some traveling, and usually play golf two to three times a week, since we live on a golf course. None of this was possible following the accident.

We hope to hear from you in the very near future regarding this matter.

Sincerely,

[REDACTED]



