



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

Repository ☐

2004 APR 20 AM 10:29
01-FEB-2004

Reference No.
10057563

OWNER INFORMATION (Type or Print)

Name

Address

City COLUMBIA

State CA

Zip Code

Vehicle Number

E-mail Address

Business 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 1/1

VEHICLE INFORMATION

77 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G3AM37W7GD414769

Make
OLDSMOBILE

Model
CUTLASS CIERA

Model Year
1986

Date Purchased

Dealer's Name and Telephone Number
ALFRED MATTHEWS Inc

Engine:
No. Cylinders
6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
3007 PRINCETON, MD 20680

State
MD

Zip Code
20680

Transmission Type

☒ Automatic Brakes

☐ Cruise Control

Powertrain
Front Wheel
Drive

Vehicle Component Code
014000 STEERING: RACK AND PINION

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Daily

Failure Mileage

39000

Failure Speed

0-55

Dealer Number
23561

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM1ABCD036)

☐ 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 A STEERING PROBLEM. WHILE DRIVING AT A MODERATE SPEED AND MAKING A TURN IT BECAME VERY DIFFICULT TO STEER. WHEN VEHICLE WAS HALFWAY THROUGH THE TURN, IT VEERED, AND LANDED IN THE NEXT LANE. ALSO, THIS WAS THE SECOND ENGINE INSTALLED IN THIS VEHICLE. *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)

THE VEHICLE IS VERY HARD TO STEER LEFT AROUND HALF WAY THROUGH THE TURN, THE STEERING BREAKS and then you find yourself in the opposite lane. It is also hard to steer to the right. I HAVE replaced power steering unit, also motor + many other repairs. When I go all Dept. and it goes to fill me or someone else eventually. It also seems like it's getting worse + more dangerous. I have also had the struts checked.

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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, NHTSA-216
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

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(DASH) 2 DOT



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http://www.safercar.gov