



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 100184

Date Received
2004 APR 29 PM 2:53
85-APR-2004

Repository

Reference No.
10065503

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ROME State: GA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]

E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 4/15/04 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G3W552K8W [Redacted]
Make: OLDSMOBILE Model: INTRIGUE Model Year: 1998
Date Purchased: 1-12-04 Dealer's Name and Telephone Number: Raymond Smith Motors, Inc. 706-235-0300
Original Owner: [Redacted] Dealer's City: Rome Ga State: Ga Zip Code: 30165 Engine: V-6 Fuel Type: Gas
Transmission Type: Automatic Antilock Brakes: Powertrain: Front-wheel drive
 Cruise Control Vehicle Component Code: 014000 STEERING: RACK AND PINION
Multiple Failures: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s): 05-APR-2004 Failure Mileage: 73000 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM15ABC036): [Redacted] Original Equipment Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] The Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: 0 Number of Deaths: 0 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).

RECALL NO. #03V527000, STEERING GEAR BEARINGS: THE CONSUMER RECEIVED A RECALL LETTER BUT THE DEALER CLAIMED THAT THE VEHICLE DIDNT FALL UNDER THE RECALL PERIMETER. THE MANUFACTURER CLAIMED THAT THE RECALL LETTER WAS SENT BY MISTAKE. *JB

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)

We- [redacted] bought a 1998 Oldsmobile Intrique
on 1-12-04. The front end was checked by Allan Smith Alignments [redacted] who said the steering gear bearing-rack and pinion was bad & needed to be fixed. We received a recall letter and took the car to the Oldsmobile Dealer in [redacted]. They would not fix the car saying the car didn't fall under the recall perimeter. Took car to Riverside Chevrolet Oldsmobile & Cadillac Dealer 100 Highway 411-99 [redacted]. I [redacted] showed the man at the Oldsmobile Dealer this was done he didn't check it "mid" I'm sorry

I [redacted]
Fill the car is not a safe car to drive. Thank you

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 MAIL 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



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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

DASH2DOT

and dial toll free at

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1-800-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT



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www.safercar.gov