

U.S. Department
of TransportationNational 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.gov

JAN 14 2:14

FOR AGENCY USE ONLY

Date Received

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

10095467

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

ALLIANCE

State

OHIO

Zip Code

Daytime 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 ____/____/____

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of
windshield on driver's side)

Make

Model

Year

1 G H D X 0 3 E 2 W D

OLDSMOBILE

SILHOUETTE

1990

Purchased Date

JAN 31, 1998

Dealer's Name

HENSCHEN MOTOR CO.

Engine Size
(CID/CCL)

3.4

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ Used

Dealer's City

ALLIANCE, OHIO

State

OHIO

Zip Code

44601

No. Cylinders

6

Manufacture Date
(on driver's door or pillar)

1-98

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driver's Air Bag☐ Motor Bell☒ Passenger's Air Bag☐ 2-Point Belt☒ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Sport Utility☐ Van☐ Truck☒ Minivan☐ Motorcycle☐ Other

Body Style

☐ 2-Door ☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

1-

1-

Part Name(s)

RIGHT SIDE HEAD LAMP ASS

LEFT SIDE HEAD LAMP ASS.

Location

☒ Left☐ Front☒ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA Previously
Contacted?☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No

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

SOMETIME AFTER I PURCHASED THIS VAN THE RIGHT SIDE (PASSENGER) HEAD LAMP ASSEMBLY
 FOGGED UP AND WATER BEADS FORMED ON THE INSIDE. ON 3/14/00 WHILE IN FLORIDA I HAD
 THE SAME PROBLEM WITH THE LEFT SIDE (DRIVER) HEAD LAMP ASSEMBLY. BOTH OF THESE UNITS
 WERE REPLACED UNDER WARRANTY. I AM NOW HAVING A RE OCCURENCE OF THE SAME PROBLEM
 WITH THE RIGHT SIDE HEAD LAMP ASSEMBLY. I HAVE CONTACTED BOTH THE DEALER AND THE
 MANUFACTURER IN REGARD TO THE PROBLEM AND THEY SAID SINCE THE VEHICLE IS OUT OF
 WARRANTY (OVER 6 YEARS AND 88,000 MILES) THAT ANY REPLACEMENT WILL HAVE TO BE DONE
 AND PAID FOR BEFORE ANY ADJUSTMENT CAN BE MADE. I FEEL THAT THIS HAS NOW BECOME A

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to
 respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action
 to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical
 summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

A SAFETY PROBLEM AS THE LIGHT IS BEING RESTRICTED TO THE ROAD AND THAT THE MANUFACTURER HAS KNOWLEDGE OF THIS PROBLEM AND IT SHOULD BE CORRECTED AT NO COST TO THE ORIGINAL OWNER

AN ADDITION NOTE THAT AT PURCHASE THE EXTENDED WARRANTY OF 6 YEARS OR 100,000 MILES WAS PURCHASED.

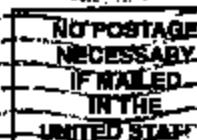
ATTACH ADDITIONAL SHEETS IF NECESSARY

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 NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



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and toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**



www.nhtsa.dot.gov/hotline

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