



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 1367

Date Received: 20 MAY 2005
Repository:
Reference No.: 10113460

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: FREDERICKSBURG State: VA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GHDX03EXYD [REDACTED]
Make: OLDSMOBILE Model: SILHOUETTE Model Year: 2000
Date Purchased: _____ Dealer's Name and Telephone Number: EASTERN.COM
Original Owner: NO Dealer's City: STAFFORD COUNTY State: VA Zip Code: 22
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: REAR WHEEL DRIVE
Vehicle Component Code: 121000 EXTERIOR LIGHTING:HEADLIGHTS
Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 10-FEB-2002 Failure Mileage: 106000 Failure Speed: 65
FAILURE MILEAGE WAS 66K. WHEN I DROVE IT OFF THE LOT.

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: DOTM19ABC036): _____ 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).

COMPLAINT RECEIVED VIA E-MAIL. VEHICLE WAS PURCHASED IN WINTER MONTHS. WHEN I DROVE IT OFF LOT RIGHT HEADLIGHT BLEW. I PHONED DEALER- SALESWOMAN TOLD ME TAKE IT TO THEIR MECHANIC FOR REPAIRS. HE REPLACED IT SEVERAL TIMES, EACH TIME IT BLEW. HE SAID IT WAS WET WEATHER. I WONDERED, BUT TRUSTED THEM. 1 ELECTRICAL PROBLEM AFTER ANOTHER. I HAVE SPENT \$500 TO HAVE THE SAME PROBLEMS REPAIRED REPEATEDLY. LAST JULY, I TOOK IT TO THE LOCAL DEALER AND PAID \$122 FOR REPAIRS. IT LASTED LESS THAN 1 MONTH. LIGHTS BEGAN BLOWING OUT, AND FAILED. BLINKERS OPERATED ERRATICALLY, SOMETIMES RIGHT ONES WORKED(FRONT & BACK), SOMETIMES THEY DIDN'T. BACKUP LIGHTS CAME ON WHEN BRAKE WERE PRESSED. MESSAGES FROM COMPUTER MESSAGE CENTER SAID DOOR WAS AJAR ROLLING DOWN 195 AT 65 MPH OR THAT THE LIFTGATE WAS AJAR AT 65 MPH - ATS MALFUNCTIONED AND WAS TURNED OFF. THE REPAIRING DEALERSHIP SAID EVERYTHING WAS OKAY. WIRES BURNED THROUGH FOR SOME REASON". MECHANIC SAID EVERYTHING WORKS OKAY. ONBOARD COMPUTER MESSED UP. I CONTACTED OLDSMOBILE WEBSITE, AND WAS TOLD EACH TIME IT WAS MY RESPONSIBILITY SINCE VAN WAS OLDER. *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.

GM Recalling More Than 700,000 Minivans

The Associated Press
WASHINGTON

Thursday, Dec. 23, 2004

General Motors Corp. is recalling 717,302 minivans because passengers could injure their wrists or arms on the power sliding door, the automaker and federal government said Thursday.

The vehicles affected are 1997-2005 model Chevrolet Venture, 1997-1999 Pontiac Transport/Montana, 2000-2005 Pontiac Montana and **1997-2004 Oldsmobile Silhouette**.

The defect involves the interior power sliding door handle on the passenger's side. A person's wrist or arm can be injured if the handle is held while the door is opening.

The recall comes more than three months after the National Highway Traffic Safety Administration said it received 21 complaints about the sliding doors, including 19 reports of arm or wrist injuries and 13 broken bones. After a review, GM said it identified 91 injuries for vehicles built in model years 1997-2004.

GM also is recalling 133,425 Opel Sintra minivans sold internationally, mostly in Canada, according Alan Adler, a GM spokesman in Detroit. The vehicle years affected are 1998 and 1999.

Owners will be notified of the recall by the manufacturer beginning in March.

GM said it will replace the original interior sliding door handle on the passenger side with handles that can't be gripped in a way that could cause injury. The company also will replace the handle on the driver's side door to maintain a consistent appearance.

no notification yet.

FREDERICKSBURG POLICE DEPARTMENT

P.O. BOX 604 • FREDERICKSBURG, VA 22404

Last Name [REDACTED]		First Name [REDACTED]			M.I. [REDACTED]			
Address [REDACTED]			City Fried		State/Zip Va [REDACTED]			
Driver's License No. [REDACTED]		State Va	Sex F	Weight 120	Height 504	Hair Brn	Eyes Grn	DOB 9/6/75
Vehicle License No. [REDACTED]		Year 05	State Va	Year & Model 2000 Olds		Make Van	Type	
Date & Time of Violation 12/29/04 @ 2358								
Location 3300 Block Fall Hill								
<input checked="" type="checkbox"/> WARNING FOR Defective Equip - Headlights					This warning is issued to you as a courtesy and to remind you to do your part in promoting safety on our highways and streets by closely following our traffic laws.			
Officer's Signature Deschenes @ 335					Driver's Signature [REDACTED]			

P.D. Form 157

warning to my daughter - [REDACTED] - re: driving w/out headlights. I was hospitalized & needed her help with errands. After the warning she refused to drive the van any more.

[REDACTED]
From: [REDACTED]
Sent: Wednesday, April 06, 2005 12:09 PM
To: 'ABH02085/R/GMAGENT/GMC%GM@gm.com'
Subject: FW: Oldsmobile Silhouette Owner Assistance

Importance: High

been there - did that. try another route. they don't hear me anymore.

-----Original Message-----

From: [REDACTED]
Sent: Friday, February 04, 2005 8:35
To: 'cac@oldsmobile.com'
Subject: RE: Oldsmobile Silhouette Owner Assistance
Importance: High

my yearly inspection sticker is expired as of 1/31/05. i don't have the money to keep pouring into the van for the same repairs every month or so. i have no low beam lights. according to pohanka auto shop the bulbs blew out. both on the same day?? how unusual. i have no running lights in the front. according to pohanka again the same circuit card (L/R) is shorted out. again... how unusual. the weird messages are back showing up on the message center. must be gremlins.

pohanka wants 81\$ to fix the low beam lights. c'mon - who's building a nest egg here? not me that's for dang sure. they also want almost 200\$ to replace the circuit board. i only make 600\$ every 2 weeks.

i'm a single mom w/ a disabled/handicapped 29 yr old daughter in assisted care so i can work to pay for her upkeep & a 28 yr old son in college w/out any grants or loans or whatever the rest of the world uses to get through school.

i just don't think this is fair.

[REDACTED]
-----Original Message-----

From: cac@oldsmobile.com [mailto:cac@oldsmobile.com]
Sent: Saturday, January 29, 2005 20:16
To: [REDACTED]
Subject: RE: Oldsmobile Silhouette Owner Assistance

Dear [REDACTED]

Thank you for contacting the Oldsmobile Customer Assistance Center. Please consider this confirmation of our receipt of your email. In addition, I have added the information you provided to request number 1-257330928, and sent a notification to Doretha Holder on your behalf.

If you should need to contact us in the future, simply reply to this message or call our Oldsmobile Customer Assistance Center at 1-800-442-6537. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Oldsmobile.

Sincerely,

Tom Vetsch
Customer Relationship Manager
Oldsmobile Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmink.com/main/US/en/gm/home?cmp=occallctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific

Oldsmobile.

#Subject=RE: Oldsmobile Silhouette Owner Assistance

-----Original Message-----

From: [REDACTED]
Sent: 1/28/05 9:45:48 AM
To: cac@oldsmobile.com
Subject: RE: Oldsmobile Silhouette Owner Assistance

please have ms Holder contact the shop before 5pm today if she agrees that i shouldn't have to pay for the work done last friday. otherwise to maintain my good standing i'll have to pay the 42\$ for nothing.

thank you,
[REDACTED]

-----Original Message-----

From: cac@oldsmobile.com [mailto:cac@oldsmobile.com]
Sent: Thursday, January 27, 2005 8:01
To: [REDACTED]
Subject: RE: Oldsmobile Silhouette Owner Assistance

Dear [REDACTED],

Thank you for contacting the Oldsmobile Customer Assistance Center. Please consider this confirmation of our receipt of your email. In addition, I have added your most recent comments to request number 1-257330928, and sent a notification to Doretha Holder on your behalf. She will follow-up with you accordingly.

If you should need to contact us in the future, simply reply to this message or call our Oldsmobile Customer Assistance Center at 1-800-442-6537. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Oldsmobile.

Sincerely,

Scott Oakes
Customer Relationship Manager
Oldsmobile Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmink.com/main/US/en/gm/home?cmp=ocallctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Oldsmobile.

#Subject=RE: Oldsmobile Silhouette Owner Assistance

-----Original Message-----

From: [REDACTED]
Sent: 1/26/05 12:12:59 PM
To: cac@oldsmobile.com
Subject: RE: Oldsmobile Silhouette Owner Assistance

hello ms talley,

is there some way the amount coming due on the pohanka invoice this friday can be removed? i did tell the guy when i walked in there that i didn't have any money so they

were not to do any work. he said ok.

i will need all my check to pay the rent my handicapped daughter's disability check doesn't cover for her assisted living facility.

thank you,
[REDACTED]

-----Original Message-----

From: cac@oldsmobile.com [mailto:cac@oldsmobile.com]

Sent: Tuesday, January 25, 2005 16:29

To: [REDACTED]

Subject: RE: Oldsmobile Silhouette Owner Assistance

Dear [REDACTED]

Good evening. I have received your e-mail regarding your recent visit to an Oldsmobile dealer. I have attached your e-mail to your file 1-257330928 and sent notification to Ms. Holder who was previously assisting you.

If you should need to contact us in the future, simply reply to this message or call our Oldsmobile Customer Assistance Center at 1-800-442-6537. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Oldsmobile.

Sincerely,

Carol Talley
Customer Relationship Manager
Oldsmobile Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmLink.com/main/US/en/gm/home?cmp=ocallctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Oldsmobile.

#Subject=RE: Oldsmobile Silhouette Owner Assistance

-----Original Message-----

From: [REDACTED]

Sent: 1/24/05 12:22:53 PM

To: cac@oldsmobile.com

Subject: RE: Oldsmobile Silhouette Owner Assistance

i had my car in the shop on friday 1/21 at 7:30am. i told the gentleman about the problems & he pulled the history of the vehicle. i told him i was bringing it in for a check up only because i had no money & wouldn't until next friday. he said ok. no work would be performed. i was shown to the waiting room. about an hour or so later a lady came in to tell me what was wrong w/ the van. she said both the low beam bulbs are blown (cost for repair 80.49\$); l/r circuit board is blown (cost for repair 131.34\$). i said put everything back like it was as i stated prior i have NO money for repairs. this visit was made to the shop to verify the problems. so now i owe pohanka shop area \$41.00 for NOTHING!!!!

this is exactly the reason i hate taking my vehicle to someone for repairs. they told me this bunch of repairs are not like the previous ones. how can they say that when it's EXACTLY the same things. the message board is telling me i have no traction system; the door is ajar; the lift gate is open, etc. while i'm moving down I95 at 65 mph. the lights are out on most of the van; the turn signals don't work. it's exactly the same problems.

call pohanka nissan cadillac oldsmobile hyundai at 540 898 5200 & tell them not charge me

for the "service" i received last friday. my cust no is 1403464 according to the invoice.

thank you,
[REDACTED]

-----Original Message-----

From: cac@oldsmobile.com [mailto:cac@oldsmobile.com]
Sent: Monday, January 03, 2005 16:57
To: [REDACTED]
Subject: RE: Oldsmobile Silhouette Owner Assistance

Dear [REDACTED]

Thank you for contacting the Oldsmobile Customer Assistance Center. I apologize that you are still experiencing concerns with the lights on your 2000 Oldsmobile Silhouette. I have added this information to your file, 1-257330928, and notified Doretha Holder, who has been handling this concern.

If you should need to contact us in the future, simply reply to this message or call our Oldsmobile Customer Assistance Center at 1-800-442-6537. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Oldsmobile.

Sincerely,

Greg Martin
Customer Relationship Manager
Oldsmobile Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmink.com/main/US/en/gm/home?cmp=ocallctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Oldsmobile.

#Subject=RE: 1-4ULST6

-----Original Message-----

From: [REDACTED]
Sent: 1/3/05 10:53:51 AM
To: cac@gmc.com
Subject: RE: 1-4ULST6

This is not the first time i have contacted your company. here's the previous contact email. i would prefer to work via emails. makes tracking easier. thank you. my daughter got a warning last week while i was in the hospital (on an emergency basis) for surgery. the lights were out & she was using the hi beam as regular beam. i think she turned off the hi beam & forgot she didn't have any lights at all. she was out after midnight too. she should not have had to go thru that -- don't you agree? we should be able to drive our vehicles whenever we desire for whatever reason without worrying about the stability of the vehicle? i have the warning paper work if you need to see it I will fax it to you if you send me a fax number. please help me get this problem resolved & not just repaired for another month. [REDACTED]

Dear [REDACTED],

Thank you for contacting the Oldsmobile Customer Assistance Center. We appreciate you taking the time to write us in regards to your 2000 Oldsmobile Silhouette. We sincerely apologize for the circuit board concern you are experiencing with your vehicle.

The comments indicated in your recent e-mail regarding the continuous repairs concerned me and I would like the opportunity to assist you. Since you have provided your telephone number and based on the nature of your concern, I will be following up this e-mail on Friday, September 17, 2004 between 8:30 a.m. and 10:30 a.m., Eastern Time, with a telephone call in an attempt to provide a timely resolution. If I fail to reach you,

please contact me at 866-952-4368 and ext. 58900, between the hours of 6:00 a.m. and 12:30 p.m., Eastern Time. Your request number is 1-257330928.

Thank you again for contacting Oldsmobile. I look forward to talking with you soon!

Sincerely,

Doretha Holder
Customer Relationship Manager
Oldsmobile Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmink.com/main/US/en/gm/home?source=occallctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Oldsmobile.

#Subject=Oldsmobile Silhouette Owner Assistance

-----Original Message-----

From: [REDACTED]
Sent: 9/15/04 9:23:30 AM
To: cac@oldsmobile.com
Subject: Oldsmobile Silhouette Owner Assistance

Name : [REDACTED]
Address : [REDACTED]
: fredericksburg, VA [REDACTED]
Daytime Phone Number : [REDACTED]
Evening Phone Number : [REDACTED]
ex.
ex.

Vehicle : 2000 Silhouette
VIN : 1ghdx03exyd [REDACTED]
Mileage : 98400

Dealer: na

Comments: i have a defect. there is a wire that keeps burning in half on a circuit board. it makes the onboard computer flash a msg on the center that states the ats is in need of service & will be turned off. then the turn signal lites inside lite up each time i step on the brake. they flash really fast whenever i put on the turn signal & step on the brake. this costs me \$120+ each time to get it fixed. burns out less than a month from repair. dealership is costing me a fortune. contact pohanka gm dealership in fredericksburg & talk to them please.

Email Address : [REDACTED]

-----Original Message-----
From: cac@gmc.com [mailto:cac@gmc.com]
Sent: Thursday, December 23, 2004 19:12
To: [REDACTED]

Subject: RE: 1-4ULST6

Dear Customer,

Good evening! Thank you for contacting the GMC Customer Assistance Center. I sincerely apologize for the concerns you are currently experiencing.

I am unable to locate a previous request or create a new request with the information you have provided. Please contact the Customer Assistance Center at the number provided below for the timeliest resolution.

If you would prefer to continue to work through the Internet, I certainly understand. I will attempt to resolve your concern in the shortest period possible on a first come, first served basis.

Whether you choose to call or write us, please provide the following basic information. This information will be used to document and investigate your concerns.

Vehicle owner's full name
Address
City, State and Zip Code
Telephone number
Vehicle Identification Number

We appreciate your patience and cooperation and look forward to serving you. If you should need to contact us in the future, simply reply to this message or call our GMC Customer Assistance Center at 1-800-462-8782. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting GMC.

Sincerely,

Jessica Scaife
Customer Relationship Manager
GMC Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmlink.com/main/US/en/gm/home?cmp=occallctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific GMC.

#Subject=FW: 1-4ULST6

-----Original Message-----
From: info@gmbuypower.com
Sent: 12/23/04 12:18:44 PM
To: cac@gmc.com
Subject: FW: 1-4ULST6

Originating Email Address: [REDACTED]
#Subject=GM BuyPower Center

-----Original Message-----
From: [REDACTED]
Sent: 12/23/04 1:09:23 PM
To: info@gmbuypower.com
Subject: GM BuyPower Center

he said they said something was wrong. they were told to "just fix it." now we have no proof of the conversation. the dealer has gone out of business - lock, stock