



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 252

Date Received

21-APR-2005

Repository

Reference No.

101TS02341

**OWNER INFORMATION (Type or Print)**

Name

Address

City

KINGSBURY BRISTOL

State

TN

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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 your signature, or address to the vehicle manufacturer, Date 5/23/05

Signature of Owner

**VEHICLE INFORMATION**

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

3071P13234G165077-

2G3WX52H7YF

Make

OLDSMOBILE

Model

INTRIGUE

Model Year

2000

Date Purchased  
JULY 17, 2000

Dealer's Name and Telephone Number  
CRABTREE BUICK PONTIAC 540-669-3141

Engine:  
No. Cylinders 6

Fuel Type:  
Gas

Original Owner

Dealer's City

BRISTOL

State

VA

Zip Code

24201

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

010000 STEERING

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
21-APR-2005

Failure Mileage  
20,128

Failure Speed  
10-15 MPH

POWER STEERING RACK. SEE REPAIR INVOICE.

**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: DOTM16ABC036)

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

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).

WHILE MAKING A RIGHT TURN THE STEERING WHEEL FAILED TO TURN. THE DRIVER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND PULL OVER AND TURN OFF THE VEHICLE. THE DRIVER TOOK THE VEHICLE TO THE DEALER. THE MECHANIC INFORMED THE DRIVER THAT THE PROBLEM CAN NOT BE DUPLICATED. PLEASE PROVIDE ADDITIONAL INFORMATION. \*NHTSA

WHILE MAKING A LEFT TURN, DRIVER COULD NOT APPLY ENOUGH PRESSURE TO TURN STEERING WHEEL. DRIVER COULD NOT MAINTAIN CONTROL OF VEHICLE. FEMALE DRIVER HAD ADULT MALE TAKE VEHICLE TO DEALER WHERE POWER STEERING RACK FOUND DEFECTIVE AND REPLACED.

SEE ATTACHED REPAIR INVOICE, SUMMARY SHEET, PHOTO.

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.

\* DEALER TAKEN FOR REPAIR. NO OLDS DEALER SINCE OLDS DISCONTINUED IN 2004.

Reference No. 10119023  
Date Submitted: 5/23/05

Page 1 of 2 pages

## ATTACHMENT PER VEHICLE SAFETY DEFECT

**SUBJECT:** SUDDEN LOSS OF POWER STEERING ON 2000 OLDSMOBILE INTRIGUE 4 DOOR SEDAN DURING LEFT TURN ON 4/16/05. VIN 1G3WX52H7YF [REDACTED] MILEAGE 20136.

**SUMMARY:** THE 87 YEAR OLD FEMALE DRIVER WAS MAKING A LEFT TURN OFF 7th STREET ONTO LOCUST STREET IN DOWNTOWN BRISTOL, TN AT 10 - 15 MPH.

STARTING INTO THE TURN, SHE COULD NOT APPLY ENOUGH PRESSURE TO TURN AND RAN OVER THE SIDEWALK, ALMOST STRIKING A POWER POLE (SEE ATTACHED PHOTO WHERE AUTO CAME TO STOP).

AN ADULT MALE REQUIRED BOTH HANDS TO MAKE ALL LEFT TURNS ENROUTE TO THE LOCAL BUICK/PONTIAC DEALER APPROXIMATELY 8 MILES AWAY (THERE IS NO OLDSMOBILE DEALER SINCE OLDS WAS DISCONTINUED IN 2004). RIGHT TURNS WERE NORMAL.

THE ATTACHED REPAIR INVOICE COST WAS \$758.62 FOR "POWER STEERING RACK BAD REPLACED RACK". THE SERVICE ADVISOR SAID NO NOTIFICATION OR RECALL HAD BEEN RECEIVED FROM GM ABOUT STEERING PROBLEMS ON 2000 MODEL GM AUTOS.

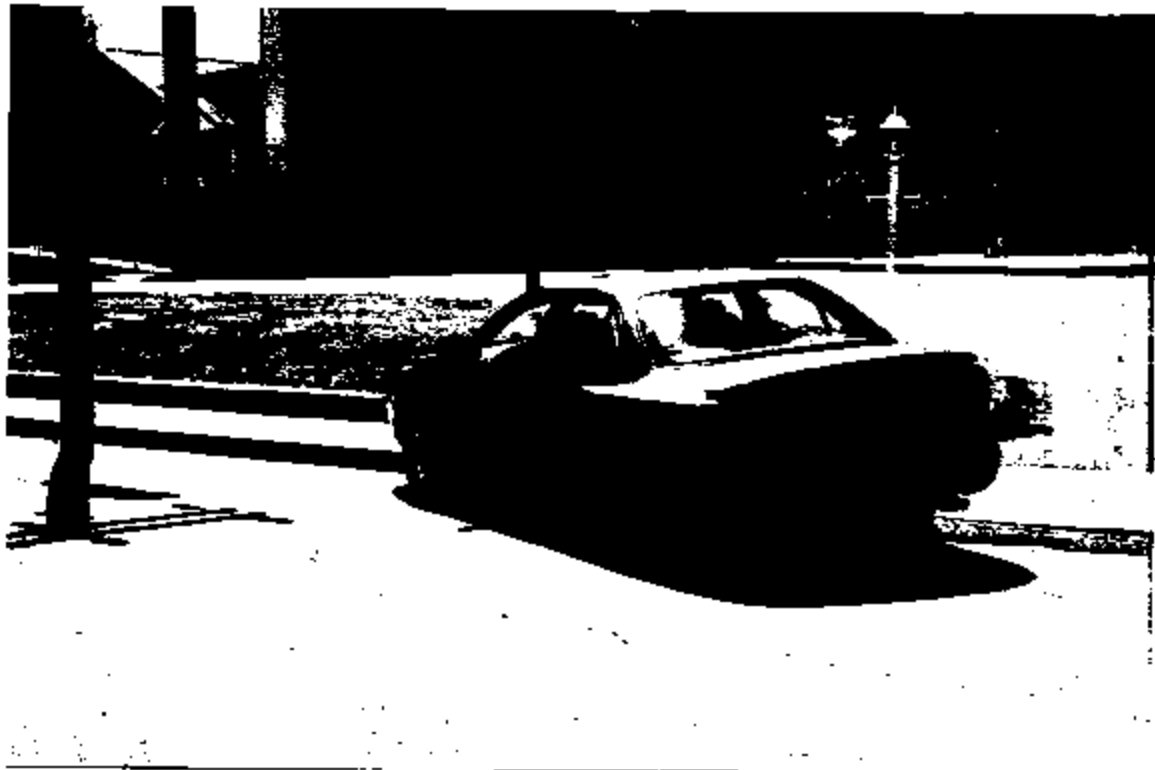
CALLS TO GM (1-800-442-6534 & 1-866-932-4368) 4/22/05 RESULTED IN A REQUEST FOR THE NAME OF THE GM DEALER PERFORMING THE REPAIR AND A LATER CALL-BACK ON 4/25/05 WITH AN OFFER OF \$500 DISCOUNT ON A NEW GM AUTO PURCHASE. GM'S OFFER WAS REFUSED FOR THESE REASONS:

1. THE DRIVER IS 87 YEARS OLD AND WITH LESS THAN 21000 MILES ON HER OLDS, SHE DOES NOT NEED A NEW VEHICLE.
2. IT IS OUR UNDERSTANDING THAT THE U.S. DEPARTMENT OF TRANSPORTATION, NHTSA, REQUIRES SUCH A SAFETY-RELATED DEFECT BE FIXED BY THE MANUFACTURER AT NO COST TO THE OWNER.

THE GM CONTACT SAID FILE NO. [REDACTED] HAD BEEN ASSIGNED TO THE COMPLAINT. OWNER/ DRIVER OF VEHICLE - [REDACTED]

Bristol, TN [REDACTED]

THIS LATER TAKEN PHOTO SHOWS WHERE THE OLDS WAS BROUGHT TO A STOP. AT TIME OF STEERING PROBLEM, SEVERAL PEDESTRAINS WERE ON THE SIDEWALK GOING TO FUNERAL HOME (BLDG SHOWN).



**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**