



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 100148

Date Received: 13-MAY-2005 7:17
Repository
Reference No. 10120874

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: DALLAS State: TX 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? YES NO
In the absence of a signature, please print the name of the person who provided access to the vehicle manufacturer. [REDACTED]
Signature of Owner: [REDACTED] Date: 5/22/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G3WX52K6WF [REDACTED]
Make: OLDSMOBILE Model: Intrigue Model Year: 1998
Date Purchased: 10-JUN-98 Dealer's Name and Telephone Number: Sewell Oldsmobile 214-350-2000 Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner: Dealer's City: Dallas State: TX Zip Code: 75238
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 014000 STEERING: RACK AND PINION Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 20-APR-2005 Failure Mileage: 17904 Failure Speed: 15

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: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire 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).

CONSUMER STATED:
THE RACK AND PINION ASSEMBLY LOCKED UP WHILE THE CONSUMERS WIFE WAS DRIVING, THE CONSUMER WAS ABLE TO TURN RIGHT BUT NOT LEFT. *JB
Attached are copies of NHTSA's Safety Recalls dated 11-1-02 for Campaign ID # 02V286000 and 12-11-03 for Campaign # 03V527000 both of which describe in detail what happened while my wife was driving our car. For reasons unknown to me you and/or Oldsmobile did not see fit to include my car's VIN number in either of these SAFETY RECALLS. Also attached are six dealer invoices that show a history of problems with my car's steering. The Service Advisor, Jeffery Bowlin, at Ewing Buick drove my car and then stated that my car turned to the right normally but

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-572 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)

he had to really work hard to get my car to make a left turn. I experienced the same difficulty steering my car when I drove it from my home to the Ewing dealership to have it inspected. The Goodyear invoice covers the repair /replacement of the rack and pinion assembly.

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

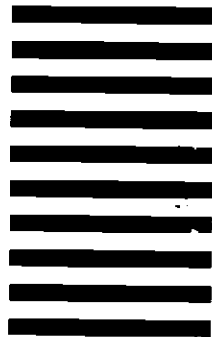


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

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**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR**

DASH2DOT

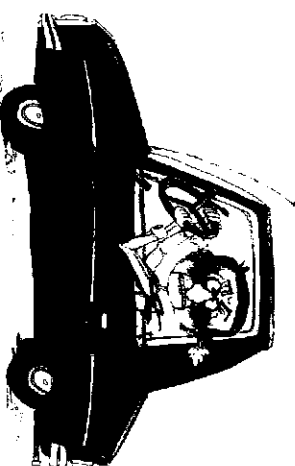
and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline





Office of Defects Investigation

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Complaints Defect Investigations Recalls Service Bulletins

Navigate: ODI Home » Recalls » Search » Results List

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- ▣ **Sitemap**

- ▣ **Contact**

1-888-DASH-2-DOT
(1-888-327-4236)

TTY

- 1-800-424-9153 or
- 1-202-484-5238

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Search Results

| | |
|---|-------------------------------|
| Report Date : May 16, 2005 at 02:45 PM | New Search |
| SEARCH TYPE : VEHICLE | |
| YEAR : 1998 | |
| Make : OLDSMOBILE | |
| Model : SILHOUETTE | |
| Type : ANY | Print Version |

Results : 1 | All records displayed

Make : OLDSMOBILE **Model :** SILHOUETTE **Year :** 1998

Manufacturer : GENERAL MOTORS CORP.

NHTSA CAMPAIGN ID Number : 02V286000 **Recall Date :** NOV 01, 2002

Component: STEERING:RACK AND PINION

Potential Number Of Units Affected : 1159156

Summary:

CERTAIN PASSENGER VEHICLES AND MINI VANS HAVE LOWER PINION BEARINGS IN THE POWER RACK AND PINION ASSEMBLY IN WHICH THE RETAINER TABS WERE NOT CRIMPED PROPERLY. THESE AND SOME OTHER RETAINERS USED IN VEHICLES ASSEMBLED BETWEEN JANUARY 1, 1996 AND OCTOBER 31, 1997, COULD FAIL AND PERMIT THE BALL BEARINGS TO ESCAPE.

Consequence:

IF THIS OCCURS, THE PINION SHAFT CAN BE FORCED UPWARD DURING LEFT TURNS AND BACK DOWN AS THE STEERING WHEEL IS MOVED BACK AND TO THE RIGHT. IF THE PINION SHAFT MOVES FURTHER, THE DRIVER WILL NEED TO EXERT MORE EFFORT TO TURN THE STEERING WHEEL, SIMILAR TO A VEHICLE WITHOUT POWER ASSISTED STEERING. IF THE PINION SHAFT MOVES EVEN FURTHER, THE DRIVER WILL REQUIRE MUCH HIGHER EFFORT TO TURN LEFT AND MAY NOT BE ABLE TO TURN THE WHEEL AS MUCH AS INTENDED. WITH THE MAXIMUM PINION SHAFT MOVEMENT, WHICH REQUIRES INTERNAL GEAR COMPONENT DAMAGE, THE DRIVER CAN ENCOUNTER HIGH RESISTANCE TO TURNING LEFT, FOLLOWED BY UNINTENDED POWER ASSIST TO THE RIGHT. IN ANY OF THESE CONDITIONS, A CRASH COULD OCCUR.

Remedy:

DEALERS WILL INSTALL A NEW LOWER PINION BEARING UNLESS INSPECT OF THE EXISTING BEARING INDICATES THAT REPLACEMENT OF THE GEAR ASSEMBLY IS NECESSARY. OWNER NOTIFICATION BEGAN JANUARY 24, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT CHEVROLET AT 1-800-222-1020, PONTIAC AT 1-800-762-2737, OR OLDSMOBILE AT 1-800-442-6537.

Notes:

GM RECALL NO. 02049. ALSO, CUSTOMERS CAN CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

 Check to Request Research. Submit below.

[NHTSA Home](#) | [ODI Home](#) | [Complaints](#) | [Defect Investigations](#) | [Recalls](#) | [Service Bulletins](#) | [Privacy Policy](#)



Office of Defects Investigation

Recalls - Search Results

Report Date : **May 16, 2005 at 02:30 PM**

SEARCH TYPE : **VEHICLE**

Make : **OLDSMOBILE**

Model : **INTRIGUE**

Type : **ANY**

Make : OLDSMOBILE

Model : INTRIGUE

Year : 1998

Manufacturer : GENERAL MOTORS CORP.

NHTSA CAMPAIGN ID Number : 03V527000

Recall Date : DEC 11, 2003

Component: STEERING:RACK AND PINION

Potential Number Of Units Affected : 750283

Summary:

CERTAIN PASSENGER VEHICLES HAVE LOWER PINION BEARINGS IN THE POWER RACK AND PINION ASSEMBLY IN WHICH THE RETAINER TABS WERE NOT CRIMPED PROPERLY. THESE RETAINERS COULD FAIL AND PERMIT THE BALL BEARINGS TO ESCAPE.

Consequence:

IF THIS OCCURS, THE PINION SHAFT CAN BE FORCED UPWARD DURING LEFT TURNS AND BACK DOWN AS THE STEERING WHEEL IS MOVED BACK AND TO THE RIGHT. IF THE PINION SHAFT MOVES FURTHER, THE DRIVER WILL NEED TO EXERT MORE EFFORT TO TURN THE STEERING WHEEL, SIMILAR TO A VEHICLE WITHOUT POWER ASSISTED STEERING. IF THE PINION SHAFT MOVES EVEN FURTHER, THE DRIVER WILL REQUIRE MUCH HIGHER EFFORT TO TURN LEFT AND MAY NOT BE ABLE TO TURN THE WHEEL AS MUCH AS INTENDED. WITH THE MAXIMUM PINION SHAFT MOVEMENT, WHICH REQUIRES INTERNAL GEAR COMPONENT DAMAGE, THE DRIVER CAN ENCOUNTER HIGH RESISTANCE TO TURNING LEFT, FOLLOWED BY UNINTENDED POWER ASSIST TO THE RIGHT. IN ANY OF THESE CONDITIONS, A CRASH COULD OCCUR.

Remedy:

DEALERS WILL INSTALL A NEW LOWER PINION BEARING UNLESS INSPECT OF THE EXISTING BEARING INDICATES THAT REPLACEMENT OF THE GEAR ASSEMBLY IS NECESSARY. OWNER NOTIFICATION BEGAN ON FEBRUARY 5, 2004. OWNERS SHOULD CONTACT BUICK AT 1-866-608-8080; CHEVROLET AT 1-800-630-2438; OLDSMOBILE AT 1-800-630-6537; OR PONTIAC AT 1-800-620-7668.

Notes:

GM RECALL NO. 03062. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

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).