



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: 2007 JUL -6 PM 12:22  
 Repository:

14-MAY-2007  
 Reference No. 10190654

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
 Address: [Redacted]  
 City: CATONSVILLE State: MD Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
 Evening Telephone Number: Same  
 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 an signature of owner, to the vehicle manufacturer.  
 Signature of Owner: [Redacted] Date: 07/21/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G3WH52K2WF [Redacted]  
 Make: OLDSMOBILE Model: INTRIGUE Model Year: 1998  
 Date Purchased: 12-MAR-98 Dealer's Name and Telephone Number: Current Dealer: HERITAGE AUTOMOTIVE MILLER BROS (Cen. Parkway)  
 Original Owner:  Dealer's City: OWINGS MILLS, MD State: MD Zip Code: 21042  
 Engine: Cylinders 6 Fuel Type: Gas  
 Transmission Type: AUTOMATIC  Antilock Brakes Powertrain: FRONT WHEEL DRIVE  
 Vehicle Component Code: 341000 COMMUNICATIONS:HORN ASSEMBLY  
 Multiple Failure: 4 Times

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

Incident Date(s): 13-JAN-2004 Failure Mileage: 20429 Failure Speed: 0  
 1st Failure: Horn kit 2510 - Replaced under WARRANTY. 20,429 mi.  
 2nd Failure: 22,201 mi, replaced horn & fuses. #2123, 00.  
 3rd Failure: 22,334 mi, replaced horn kit & fuses. #2009

**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)  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).

TL\*THE CONTACT OWNS A 1998 OLDSMOBILE INTRIGUE. THE CONTACT STATED THAT THE VEHICLE'S HORN KIT AND FUSES HAD TO BE REPLACED. AT 20,429 MILES, WHILE SITTING AT A TRAFFIC LIGHT, THE HORN BEGAN TO BLOW AUTOMATICALLY THREE TIMES. AT 22,201 MILES, THE FAILURE RECCURED. THE CONTACT STARTED THE IGNITION AND DROVE APPROXIMATELY TWO MILES BEFORE THE HORN STOPPED BLOWING. AT 22,334 MILES, THE CONTACT PRESSED THE BUTTON ON THE KEYLESS ENTRY REMOTE TO LOCK THE DOOR AND THE HORN FAILED TO BLOW. THE VEHICLE WAS TAKEN TO THE DEALER. AT 22,334 MILES, THE HORN EXPERIENCED THE SAME FAILURE. THE DEALER WAS UNABLE TO DETERMINE THE CAUSE OF FAILURE. THE ENGINE SIZE WAS UNAVAILABLE. THE CURRENT MILEAGE IS 22,334 AND FAILURE MILEAGE WAS 20,429.

See ATTACHMENTS FOR NARRATIVE DETAILS & REPAIR INVOICES: 4

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 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.

In RE: Compliant ID: 10190654

Details of Electrical Malfunction and Horn Failure Beginning  
01-13-04 During Warranty Period

1998 Oldsmobile Intrigue 1G3WH52K2WF [REDACTED]

On 01-13-04, at 20,429 miles, my horn began blowing intermittently on its own accord while sitting and idling at a traffic signal. GM Dealer Chandler Lee, after an inspection installed a new horn assembly under my warranty.

At 6:00 AM on 08-20-05 a Security Officer of the Charlestown Retirement Complex advised me that my horn had been blowing constantly for some time. I immediately went to get help in disconnecting the horn when after three to five minutes it stopped – but would not blow thereafter. I took the car to GM Dealer Chandler Lee again. They inspected and replaced the horn again at a cost of \$223.00. Mileage 22,201.

On Sunday 02-26-06 the horn failed again. Normally the horn blows and headlights blink upon locking the vehicle with the keypad remote. The lights blink and the doors lock, but no horn now! Also, the horn will not blow from the steering wheel.

On 02-27-06 I called GM Customer Service at 1-800-442-6537 and related the foregoing problems to GM Rep. Craig Scott, noting that the original failure occurred within the WARRANTY period, where the results were repaired but the reason for the failure was not. Hence a second failure followed and now a third! He requested that I take the car to the dealer and have them call him at 1-866-790-5700 X22018.

On 03-20-06 GM Dealer Miller Bros., Ellicott City, MD, advised that the horn, fuses and connector had to be replaced. (AGAIN)! At 3:00 PM GM Craig Scott called and said he had to get a decision on the warranty as to what GM would do. On 03-21-06 GM called and REFUSED to honor their warranty, saying the car was “too old” now, although I have only 22,334 miles on it and accident free. Miller Bros. replaced the horn kit and fuses again at \$200.91. On 05-03-07 I had the same problem again – a fourth time! I’m told the trouble may be a short in the steering column or the horn pad which would involve the Air Bag. It may have been the problem all along. Estimated repair at \$600.00.

I view this situation as a traffic and a safety hazard with a continuing horn problem, an apparent short circuit which could mean an air bag release or a fire, all of which General Motors failed to repair beginning under their warranty – and still decline to recognize and properly repair.

[REDACTED]

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).