



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

Repository ☐

2008 MAR -5 AM 7:29
10-JAN-2008

Reference No.
10214449

OWNER INFORMATION (Type or Print)

Name

Address

City LAKE ELSINORE

State CA

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 an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/15/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G3WS52H82F

Make
OLDSMOBILE

Model
INTRIGUE

Model Year
2002

Date Purchased
15-JAN-05

Dealer's Name and Telephone Number

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
221700 SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-JAN-2007

Failure Mileage
109000

Failure Speed
40

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

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 2002 OLDSMOBILE INTRIGUE. WHILE DRIVING APPROXIMATELY 40 MPH WITH THE HEATED SEATS ACTIVATED, THE CONTACT NOTICED THE DRIVER SEAT BECOMING VERY HOT. SHE SMELLED SMOKE, BUT DID NOT SEE FLAMES. A FEW DAYS LATER, THE FAILURE RECURRED AND THE SEATS CAUGHT FIRE. THE DEALER REFUSED TO REPAIR THE VEHICLE WITHOUT A PAYMENT UPFRONT. THE VEHICLE HAS NOT BEEN REPAIRED. THE CONTACT FILED A COMPLAINT WITH THE MANUFACTURER. SHE HAS PICTURES OF THE BURNT SEATS. THE CURRENT AND FAILURE MILEAGES WERE 109,000.

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.

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

The correct spelling of my name is [REDACTED]
After the first occurrence I quickly turned off the heated seat (drivers seat) and when I got home my back was red from the heat. My husband was driving during the second occurrence. He felt extreme heat, he was almost home so pulled up in the driveway turned off the seat and the car. He noticed the burned whole, the size of a cigarette burn, through the leather in the lower section of the seat. This is from the malfunctioned motor within the seat. After filing a claim with Oldsmobile management (continued on paper)

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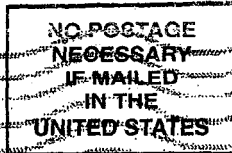
**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

SAN BERNARDINO CA 924

23 JAN 2003 PM 2 T



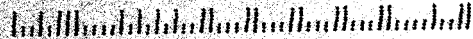
BUSINESS REPLY MAIL

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-210
400 7th Street, SW
Washington, DC 20590

20330+0000



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



(Continuation) I was told to go to a Buick dealer for assistance. I went to the local Buick dealer. Showed the worker the car, expressed my fears. He told me that just because I did not have the Seat turned on this was no guarantee that the issue wouldn't occur again. He said that it would be \$95 to have them look at it and possibly more if they had to take the seat out. I explained how I didn't have \$95 and due to the fact that this is a hazard due to a malfunction I should not be held liable to pay for it. He said to call the Oldsmobile management, where I already had a claim, and see if they will pay for it. I called them and after a very long wait and having to speak to several people they responded with sorry it isn't under warranty and there is nothing they can do. They even

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Called the Buick Dealer, while I was on hold waiting in the parking lot, to try to get them to pay the bill. I told the Buick dealer and Oldsmobile management that all I wanted them to do was make my car safe for me and my kids, just pull the motor fuse they know how to quickly and easily do this, I don't. They both refused to help because my car is no longer under warranty. A warranty has nothing at all to do with malfunctioning parts which cause hazardous conditions. automobile companies should always be responsible for their mistakes. I was not asking for new seats (which I should) I just wanted a safe vehicle.