



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

12-JAN-2009

Repository ☐

Reference No.
10254745

OWNER INFORMATION (Type or Print)

Name

Address

City

COLORADO SPRINGS

State CO

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 ____/____/____

VEHICLE INFORMATION

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

1G3WS52H12

Make

OLDSMOBILE

Model

INTRIGUE

Model Year

2002

Date Purchased

July 2002

Dealer's Name and Telephone Number

Ed Serra (SERRA) 719-867-1000

Engine:

No: Cylinders

6

Fuel Type:

gasoline

Original Owner

☒

Dealer's City

COLORADO SPRINGS

State

CO

Zip Code

80920

Transmission Type

auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

19-FEB-2006

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

FP# 19179922

intermediate steering shaft

Failure Mileage

17566

Failure Speed

0

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. THE CONTACT HEARD A NOISE COMING FROM THE STEERING AND FELT ALL THE BUMPS ON THE ROAD THROUGH THE STEERING WHEEL. THE DEALER STATED THAT THE STEERING SHAFT NEEDED LUBRICATION. THE LUBRICATION DID NOT REMEDY THE FAILURE. THE VEHICLE WAS RETURNED TO THE DEALER AND THEY REPEATED THE INTERMEDIATE STEERING SHAFT, WHICH WAS WORN OUT. THE FAILURE MILEAGE WAS 17,566 AND CURRENT MILEAGE WAS 28,665.

purchased new from Olds dealer Ed Bozarth Colo Springs see July 2002.

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)

On Feb 13 2006 Al Serra Chev Hummer dealer removed & lubed shaft invoice # because it was making clunking noise over bumps and slight movement was felt thru shaft to steering wheel. On Jan 5, 2009 same noise & movement. Same dealer found shaft worn - replaced shaft: invoice # Still have slight rubbing noise when turning a corner. - I will take car in to Al Serra soon. (1-23-09) mileage on Jan 5, '09 was 28,465

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U.S. Department
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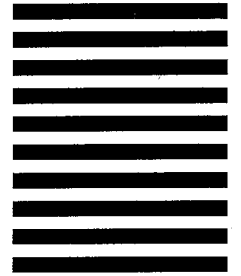
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

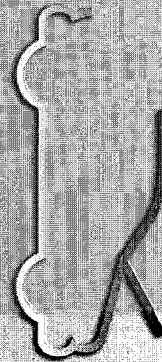
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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

