

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received MAY 2 2011 22-APR-2011	
OWNER INFORMATION (Type or Print)				Repository ☐	
				Reference No. 10397131	
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address [REDACTED]	
City DECATUR		State GA IL	Zip Code [REDACTED]	Evening Telephone Number Same as above	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G4DX03EX [REDACTED]			Make OLDSMOBILE	Model SILHOUETTE	Model Year 2000
Date Purchased 2007?	Dealer's Name and Telephone Number Miles Chevrolet			Engine: No: Cylinders 6?	Fuel Type: Unleaded
Original Owner ☐	Dealer's City Decatur		State IL	Zip Code 62526	
Transmission Type Auto	☒ Antilock Brakes	Powertrain ?	Multiple Failure: Yes		Incident Date(s) 07-MAR-2011 - current
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 170000 LATCHES/LOCKS/LINKAGES, 116300 ELECTRICAL SYSTEM: IGNITION: ANTI-THEFT CONTROLLER randomly functions			Failure Mileage N/A	Failure Speed N/A	
Remote key fob random					
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	Number of Deaths
				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 2000 OLDSMOBILE SILHOUETTE. THE CONTACT STATED THAT THE DOOR LOCK KNOB WAS FAILING. THE DOORS COULD BE LOCKED MANUALLY USING THE KEY BUT NOT USING THE DOOR LOCK KNOB. THE FAILURE ALSO CAUSED THE SECURITY SYSTEM TO FAIL. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR DIAGNOSTIC TESTING BUT THE TEST PRODUCED NO FAILURE CODES. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS UNAVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS UNKNOWN. 1. & 2 the problem is with the remote (key remote fob) When diagnostic testing was ran, the key remote would not following or read any testing being tried. The key remote would not respond to any testing signals, or send any signals. FOB (REMOTE) 1.					
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 key f remote continues to fail to operate features in car. Car tests can not be performed because key remote does not respond to most of the commands given to determine what is wrong with the key remote.

My wife and I are concerned that the key remote may cause some kind of failure to occur that may cause the doors to lock if involved in an accident or may cause the car to act in an unsafe manner that may be life threatening. We feel that buying another Oldsmobile may not be a safe or wise purchase.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300

SPRINGFIELD IL 627

13 MAY 2011 PM 1

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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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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**



safecar.gov

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



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

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



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