


MAY 14 2015

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148 Date Received 12-FEB-2015 Repository <input type="checkbox"/> Reference No. 10682943	
<b>OWNER INFORMATION (Type or Print)</b>			
Name Address City SIOUX FALLS State SD Zip Code		Daytime Telephone Number Evening Telephone Number E-mail Address	
<i>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).</i>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G3WH52H1YF		Make OLDSMOBILE	Model INTRIGUE
Model Year 2000	Date Purchased 31-JAN-2001	Dealer's Name and Telephone Number Saturn of Sioux Falls (336-3050) Cadillac of Sioux Falls	Engine: No: Cylinders 6
Fuel Type: unleaded gasoline	Original Owner <input type="checkbox"/> 1st owner <input checked="" type="checkbox"/> 2nd owner	Dealer's City Sioux Falls	State SD
Transmission Type 4 speeds Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 3.5 litre V6 front wheel drive automatic trans	Multiple Failure: Yes Intermittant At least 2, several
Incident Date(s) 15-JAN-2015 18-Jan-2015	<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>		
Vehicle Component Code: 010000 STEERING rack & pinion replaced 1st time at dealers recommendation 6-12-02 35722 mi, nine days later; 2nd reman rack installed as steering wheel turned 180° without turning wheels		Failure Mileage 85300	Failure Speed 25
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make N/A	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make: N/A	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2000 OLDSMOBILE INTRIGUE. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 25 MPH AND MAKING A RIGHT TURN, THE BRAKE PEDAL WAS DEPRESSED AND THE STEERING WHEEL BECAME DIFFICULT TO TURN WITHOUT WARNING. THE FAILURE OCCURRED ON TWO OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 85,300.  The 2nd failure occurred at end of OFF ramp on Interstate and turning left at about 10 mph. There was completely <u>No Power Assist</u> which makes the car very hard to turn. No Power Assist continued for straight ahead driving at speeds under 40 mph. Power Assist slowly returned at next left turn. Intermittant stiffness continued until car was turned off.			
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.			

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

Intermittant (only happened 2 times) of Complete power steering failure may be difficult to diagnose. The local GM (Billion) Dealership said if there are no dash warning lights on it should be the rack & pinion or power steering pump. Another GM dealer wants to scan the electronics. Both will charge a minimum of \$100. I guess I can't blame them for the charge on a 15 yr old car however the rack & pinion only has about 50000 miles on it. Have decided to wait until more definitive failure(s) can be reevaluated. Why would an engineer allow an electrical failure to lose all steering power assist?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

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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

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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