



US Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
 TO REPORT VEHICLE SAFETY DEFECT
 1-888-DASH-2-DOT
 1-888-327-4236
 INTERNET: <http://www.nhtsa.dot.gov>

RECEIVED FOR AGENCY USE ONLY

Date Received

JAN 27 PM 8:12

OFFICE OF DEFECTS INVESTIGATION

Of or
 rt at
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 up fr

Reference No.

550573

Daytime 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 1/18/00

VEHICLE INFORMATION

Vehicle Idem. No. (VIN.) (17 Digits) 1G3W552K5W7354849	(Located at bottom of windshield on driver's side)	Vehicle Make OLDSMOBILE	Vehicle Model INTRIQUE	Vehicle Year 1998	Current Odometer Reading 28066
Purchased Date 3/19/98	Dealer's Name CHARLIE SATTLEB OLD CADILLAC INC	Engine Size (CID/CC/L) 3.8	States ILL	Zip Code 62707	No. Cylinders 6
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City SPRINGFIELD	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 2-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Steering wheel	Part Name(s) SHAFT, STEERING INTERMEDIATE	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No. of Failures 3	Date(s) of Failure(s) 11/5/98, 8/5/99, 12/23/99	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Mileage at Failure(s) 9,045, 19,483, 28,066		
	Vehicle Speed at Failure(s): 5 mile per hour		

APPLICABLE INCIDENT INFORMATION

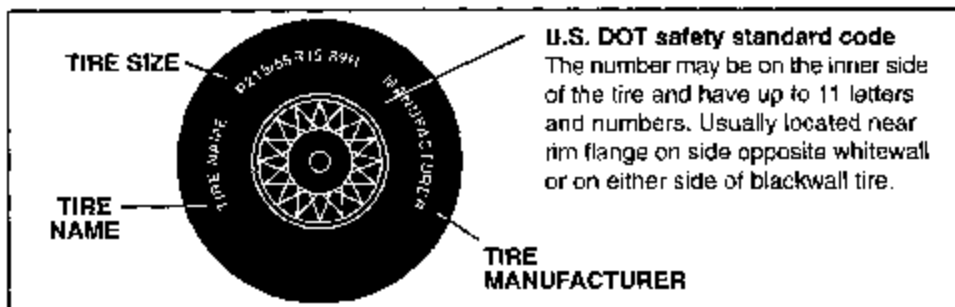
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number Persons Injured None	Number of Fatalities None	Estimated Property Damage \$ None	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).
 Note: This information not required for normal operation tires.

DOT	Manufacturer	Tire Name	Complete Tire Size
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U.S. DOT safety standard code
 The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

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 administration 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)

ATTACHED Tickets & Letter explaining incident

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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 DOT Auto Safety Hotline, NSA-10.1 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

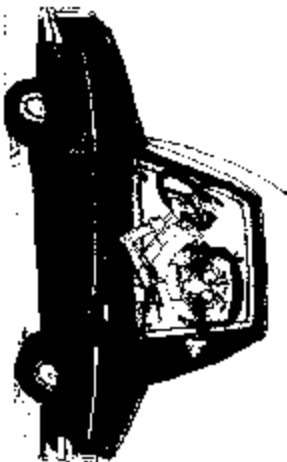
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT 1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



US Department of Transportation National Highway Traffic Safety Administration http://www.nhtsa.dot.gov/hotline

To Attention
Consumer
Guide

Jan. 17, 2000

I am writing to inform you of what I consider to be the most serious incident in my 43 years of driving an automobile.

On December 23rd 1999. My wife was pulling out of a side street, onto a 4 lane street in Springfield, Ill. at about 2:30p.m., on dry pavement. While turning left, to enter the far lane, with no sound or warning, the steering wheel spun. With no steering control, she applied the brakes and drove up over the curb, just missing a tree. .

We have a 1998 Oldsmobile Intrique GL. I had a file # 9900069859 opened Sept, 10, 1999 with Oldsmobile, complaining of a loose problem in the front end, which started at approximately 9000 miles. They said they tightened something but it returned at 19,000 miles. They replaced an intermediate steering shaft on Aug. 8, 1999 which seemed to fix the problem. I told the Dealership service dept. and Oldsmobile at that time, that two Intriques which we were allowed to use, also had the same problem. I found out later, that Olds. has provided an engineering update since, with no recall.

I opened a new file #990098733 on Dec. 24, 1999, explaining our accident. Stating that one, we want Oldsmobile to give us an explanation of the cause, two, a notification of the problem and potential of a fatal accident, to all their Dealers. And that we did not want the vehicle. I even wrote a letter to the President of Oldsmobile, with no answer, I might add.

We were finally able to force the issue of having a Rep. from Olds, inspect and Identify the cause on Jan. 4, 1999. He said it was installed incorrectly and fell off the steering column shaft, and that the Dealership is at Fault. Olds. was not interested in notifying other Dealerships of the incident or the need to make sure it can't happen again. I found out from our local Dealership Service manager, that they have replaced this part on over 30 Intriques in the Springfield area alone. I am concerned that the potential is there for someone to be killed and no one even know that they lost steering control.

The Dealership apologized for the mistake and would not even agree to recheck the intriques that they have changed the part on.

I am waiting for forms to fill out for the NHTSA.

We drove this vehicle for 4 months and 9,000 miles with the Potential for a accident at any time or place. Needless to say, we have a level of anxiety everytime we drive and a complete lack of understanding of this large Corporation's lack of interest.





CHARLIE SATTLER
OLDSMOBILE-CADILLAC, INC.
 PRAIRIE CROSSING AUTO MALL
 2350 Prairie Crossing Drive * Springfield, Illinois 62707
 P.O. Box 13205 Springfield Illinois 62791-0205
 (217) 793-6050



**SERVICE
 INVOICE**

Co.#

Sold To: Lawrence O White	Service Order Number	Service Advisor	VIN	
	104463	JOHN LAWLER II 91	1G3WS52K5WF359849	
	Tag	Doc. Count	Date/Time In	Date/Time Out
	305	2	12/27/1999 9:28	1/18/2000 15:17

LINE 4 INSPECT FOR DAMAGE TO FRONT SUSPENSION OR UNDERCARRIAGE DUE TO RUNNING UP ON CURB RELATING TO LINE 01

REPAIR 1 PROBLEM NOT EVIDENT AT THIS TIME
 OPCODE: NE SALE TYPE: WARRANTY - WTY

PRIMARY TECH: 104

LINE 5 ADD LINE BJ.. REPLACE SIR COIL DUE TO OVERSPIN OF STEERING WHEEL
 CAUSE: SEE LINE 01 FC: 7L

REPAIR 1 COIL (SUPPLEMENTAL INFLATABLE RESTRAINT SYSTEM) -
 OPCODE: C8800 SALE TYPE: WARRANTY - WTY

HRS: 1.00
 PRIMARY TECH: 133
 WARR PARTS: 1

FARTS	DESC	FP	QTY	PRICE	SALE TYPE	WT
GM	26051910 COIL	Y	1		WARRANTY - GM	

COMMENTS: CWR
 THANK YOU FOR LETTING US BE OF SERVICE.

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.

Disclaimer of Warranties

The seller, Charlie Sattler Oldsmobile-Cadillac Inc., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Charlie Sattler Oldsmobile-Cadillac, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle or product.

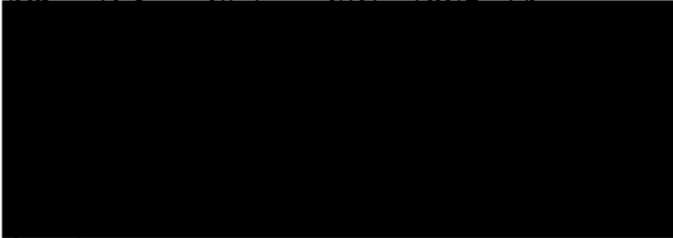


CHARLIE SATTLER
 OLDSMOBILE-CADILLAC, Inc.
 1829 Stevenson Drive • Springfield, Illinois 62703
 (217) 529-5411



Service Invoice

98731 DATE/TIME IN: 8/04/1999 10:48 DATE/TIME OUT: 8/05/1999 14:31
 CG# 924 SA: FRET TODD 95 DOC COUNT: 1 PAGE: 1



1G3WS52K5WF359849
 1998 OLDSMOBILE INTRIGUEGL BLK
 ENGINE: L36 3.8LV6 LIC.NO [REDACTED]
 STK#: 8295
 MILES IN/OUT 19482 / 19483
 SVC DATE: 3/19/1998

LINE 1 CK POP NOISE IN FRT END
 USE: INDICATOR CLEARANCE - EXCESSIVE FC: 2E
 PAIR 1 SHAFT STEERING INTERMEDIATE - REPLACE
 CODE: E7700 SALE TYPE: WARRANTY - WTY
 S: .90
 MARY TECH: 104
 PARTS: 1

PTS	DESC	FF QTY	PRICE	SALE TYPE	WTY
	26078302 SHAFT	Y 1		WARRANTY - GM	WTY

LINE 2 TIRE ROTATION/INSPECTION
 PAIR 1 MAINTENANCE SERVICE
 CODE: NS SALE TYPE: CASH - GM \$16.00
 MARY TECH: 104
 LINE TOTAL \$16.00

LINE 3 ROADSIDE SVC/CTSY TRANSP/SHUTTLE
 D: Shuttle
 SE: COURTESY TRANSP/ROADSIDE ASSIST FC: 98
 AIR 1 SHUTTLE PROVIDED..
 CODE: NIDE SALE TYPE: WARRANTY - WTY
 MARY TECH: 315

LINE 4 PARTS WARRANTY INTERM SHAFT
 SE: COMPONENT - INOPERATIVE FC: 6C
 AIR 1 SHAFT STEERING INTERMEDIATE - REPLACE
 CODE: E7700 SALE TYPE: WARRANTY - WTY
 S: .90
 MARY TECH: 104
 PARTS: 1

PTS	DESC	FF QTY	PRICE	SALE TYPE	WTY
	26078302 SHAFT	Y 1		WARRANTY - GM	WTY

REMARKS: ONE
 THANK YOU FOR LETTING US BE OF SERVICE.

CUSTOMER SIGNATURE [REDACTED] LABOR \$16.00
 CUSTOMER TOTAL \$16.00
 PAYMENT (CASH) \$16.00

DISCLAIMER OF WARRANTIES
 The seller, Charlie Sattler Oldsmobile-Cadillac, Inc., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Charlie Sattler Oldsmobile-Cadillac, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle or product.

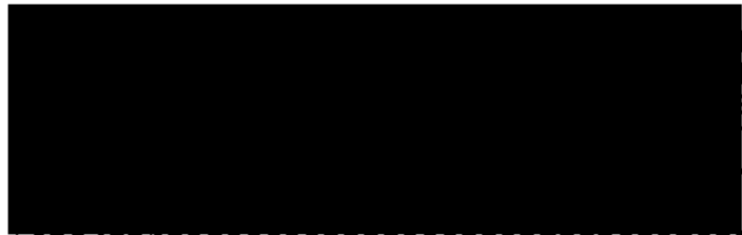


CHARLIE SATTLER
 OLDSMOBILE-CADILLAC, Inc.
 1829 Stevenson Drive • Springfield, Illinois 62703
 (217) 529-5411



Service Invc

SO# 87912 DATE/TIME IN: 11/04/1998 16:13 DATE/TIME OUT: 11/05/1998 15:25
 TAG# 714 SA: BRET TODD 95 DOC COUNT: 1 PAGE: 1



1G3WS52K5WF359849
 1998 OLDSMOBILE INTRIGUEGL BLK
 ENGINE: L36 3.8LV6 LIC. NO [REDACTED]
 ATK#: 8295
 MILES IN/OUT 9095 / 9096
 DEL DATE: 3/19/1998

LINE 1 TIRE ROTATION/INSPECTION
 REPAIR 1 MAINTENANCE SERVICE
 OPCODE: MS SALE TYPE: CASH - GM \$16.00
 PRIMARY TECH: 104
 LINE TOTAL \$16.00

LINE 2 CK POP NOISE IN STEERING WHEN TURNING/ALSO
 CUSTOMER STATED THAT STEERING FEELS LOOSE..
 CAUSE: MISADJUSTMENT FC: 3A
 TECH COMM: TIGHTENED RACK MOUNTS
 REPAIR 1 GEAR ASSEMBLY, POWER STEERING - ADJUST
 OPCODE: B9700 SALE TYPE: WARRANTY - GM WTY
 HRS: .30
 PRIMARY TECH: 104

LINE 3 FADE BUTTON ON RADIO COMES OFF
 CAUSE: LOOSE FC: 2W
 REPAIR 1 KNOB, RADIO CONTROL - R&R OR REPLACE
 OPCODE: R0749 SALE TYPE: WARRANTY - GM WTY
 HRS: .20
 PRIMARY TECH: 315
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	16221548 KNOB	Y	1		WARRANTY - GM	WTY

LINE 4 BOTH FRT INSIDE INNER SPLASH SHIELDS RATTLE
 CAUSE: LOOSE FC: 2W
 TECH COMM: INSTALLED TWO NEW PINS
 REPAIR 1 SHIELD, SPLASH - REPLACE ENGINES, LEFT
 OPCODE: R0761 SALE TYPE: WARRANTY - GM WTY
 HRS: .40
 PRIMARY TECH: 315

LINE 5 ROADSIDE SVC/CTSY TRANSP/SHUTTLE
 COND: Shuttle
 CAUSE: COURTESY TRANSP/ROADSIDE ASSIST FC: 98
 REPAIR 1 SHUTTLE PROVIDED..
 OPCODE: RIDE SALE TYPE: WARRANTY - GM WTY
 HRS: .20
 PRIMARY TECH: 315

COMMENTS: CWR

THANK YOU FOR LETTING US BE OF SERVICE.

CUSTOMER SIGNATURE

[Handwritten Signature]
 NOV 5 1998

LABOR	\$16.00
CUSTOMER TOTAL	\$16.00
PAYMENT (CASH)	\$16.00

DISCLAIMER OF WARRANTIES
 The seller, Charlie Sattler Oldsmobile-Cadillac, Inc., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Charlie Sattler Oldsmobile-Cadillac, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle or product.