



**DOT and 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

MAR 15 2002

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Reference No. \_\_\_\_\_

OFFICE OF TRAFFIC SAFETY INVESTIGATION

Daytime Telephone Number \_\_\_\_\_

**564569**

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of your signature, your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date 2, 6, 02

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side) 1G3GR62C1Y4115673 Make Oldsmobile Model Aurora Year 1997

Purchased Date 1/19/01 Dealer's Name Crowley Buick Oldsmobile, L.L.C. Engine Size (CID/CC/L) 400  Turbo  Diesel  Gas  Fuel Injection

New  Used Dealer's City Bristol State CT Zip Code 06010 No. Cylinders 3

Manufacture Date (on driver's door or pillar) 2/71 Transmission Type  Manual  Automatic Restraint System  Driverside Air Bag  Volocbelt  Passengerside Air Bag  2-Point Belt  3-Point Belt Cruise Control  Yes  No Drivetrain  Front  Rear  4-Wheel Vehicle Type  Car  Sport Utility  Van  Truck  Minivan  Motorcycle  Other Body Style  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Part Name(s) Door lock (auto) assembly - in lumber - seat warmer Location  Left  Right  Front  Rear Failed Part(s)  Original  Replacement Handicap Adaptive Equip  Yes  No

**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand \_\_\_\_\_ Tire Name \_\_\_\_\_

Complete Tire Size \_\_\_\_\_ DOT No. \_\_\_\_\_

No. of Failures one repair Date(s) of Failure(s) many - between oct 01 - Jan 02 Failed Part(s) Available?  Yes  No NHTSA Previously Contacted?  Yes  No

Mileage at Failure(s) approx. 50000 Vehicle Speed at Failure(s) N/A

**APPLICABLE INCIDENT INFORMATION**  
 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash  Yes  No Fire  Yes  No

Number of Persons Injured \_\_\_\_\_ Number of Fatalities \_\_\_\_\_ Reported to Manufacturer  Yes  No

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

I did notice upon purchasing the car the hesitation of the locks activation when switch was pushed, as opposed to the right side (passenger) which worked instantaneously. It increasingly got worse to the point of 99% not working at all or when it did work I couldn't turn off warmer (seat). The door locks got ~~to~~ the point where I had to use the remote to get out of the car, or push the other side locks. Sometimes I notice the lumbar activation without my doing it. I originally thought the problem was a fluke or passing this. It proved not to be and eventually had to bring it in here insulation and frame was not covered under my extended warranty.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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)

I feel this is a problem that's highly unusual. I've never experienced this kind of problem even on my two much older cars; a 1990 mustang and 1989 buick. I don't accept the service manager's excuse that this is an Alfa so this is liable to happen. I feel since this is considered a luxury vehicle is all the more reason it shouldn't happen. It reported these problems several times prior to service, approximately between the months of Oct. - Jan. The time of service, the hesitation is still happening when lock button is pushed, the passenger side works instantaneously. I intend to bring it to the service department's attention again.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20690

Official Business Penalty for Private Use \$300



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U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NSA-10.01 400 7th Street, SW Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation National Highway Traffic Safety Administration

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**THE FOLLOWING PAGES ARE WITHHELD TO  
PROTECT UNWARRANTED INVASION OF  
PERSONAL PRIVACY PURSUANT TO  
EXEMPTION 6 OF THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

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