

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

11-JUL-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

725278

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G3NL5535RM020859	OLDSMOBILE	ACHIEVA	1994	

Purchase Date 01-JAN-2000	Dealer's Name _____	Engine Size (CID/CCL) 2.3	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input checked="" type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Station wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
01100000	STEERING:WHEEL AND COLUMN	<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 4	Date(s) of Failure(s) 15-MAR-2000 Mileage at Failure(s) 107000 Vehicle Speed at Failure(s) 2	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE STEERING WHEEL ADJUSTMENT PINS KEEP FALLING OUT CAUSING THE WHEEL TO WOBBLE. THERE ARE TWO PINS THAT KEEP FALLING OUT. WE REMOVE THE WHEEL IN ORDER TO PUT THEM BACK IN PLACE, HOWEVER THEY CONTINUE TO COME OUT. IT IS VERY DANGEROUS WHEN IT HAPPENS DURING DRIVING. THE WHEEL ALMOST SITS ON MY LAP. PLEASE LET ME KNOW WHAT I CAN DO. THESE PINS HAVE MANY SCREWDRIVER MARKS, WHICH MAKES ME THINK THAT THE PREVIOUS OWNER MAY HAVE HAD THE SAME PROBLEM, AND SOMEONE FIXED IT TEMPORARILY. I DO NOT WANT TO TAKE IT TO THE DEALER FOR THEY ARE ASKING AN OUTRAGEOUS AMOUNT TO LOOK INTO IT. PLEASE TELL ME IF THERE IS A WAY WE CAN FIX IT OURSELVES, FOR WE DO ALMOST ANY TYPE OF MECHANICAL WORK. THANK YOU VERY MUCH FOR YOUR TIME AND THANKS IN ADVANCE

CONTINUE ON BACK IF NEEDED

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.

Vehicle Owner's Questionnaire 725278

submitted 7/11/00 3:25:01 PM

Owner Information

home phone
business phone
fax
email

Have NHTSA send signature card for authorization? Yes

Vehicle Information

vin 1G3NL5535RM020859
 make Oldsmobile model Achieva year 1994
 odometer 115000
 purchase date 01/00 new or used? Used body style 4-Door
 dealer
 engine size 2.3 cylinders 4 fuel injection N turbo N fuel type Gas
 antilock br. Y cruise control Y drive train Front

<u>driver's airbags</u>	<u>passenger's airbags</u>	<u>seat belts</u>
front Y	front N	3-point N
side N	side N	2-point Y
		motorized N

Incident(s)

Incident Number 1

failed component / part details

major assembly STEERING: WHEEL AND COLUMN

description Pins that hold the steering wheel adjustments

location	original	number of failures	date of failure	mileage at failure	speed at failure	manufacturer contacted	NHTSA contacted
left/right front/rear NA NA	Original	4	3/15/00	107000	0	N	N

incident details

accident	fire	airbags deployed	number of persons injured	number of fatalities	estimated property damage	police report filed
N	N	driver's front N side N passenger's front N side N				N

Tire Information

DOT number name manufacturer size

Comments

The steering wheel adjustment pins keep falling out causing the wheel to wobble. There are two pins that keep falling out, we remove the wheel in order to put them back in place, however they continue to come out. It is very dangerous when it happens during driving. The wheel almost sits on my lap. Please let me know what I can do. These pins have many screwdriver marks, which makes me think that the previous owner may have had the same problem, and someone fixed it temporarily. I do not want to take it to the dealer for they are asking an outrageous amount to look into it. Please tell me if there is a way we can fix it ourselves, for we do almost any type of mechanical work. Thank you very much for your time and thanks in advance for your help. Sincerely, Mrs. Grubbs