

785464

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 8/21/01 7:29PM
Subject: Car Talk VOQ submission

* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Tuesday, August 21st 2001 at 7:28:49 PM

VEHICLE OWNER'S QUESTIONNAIRE

=====

OWNER INFORMATION

NAME

ADDRESS

CITY

TELEPHONE

NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: 1ghdxU3exvd235861

MAKE: Oldsmobile

MODEL: Silhouette

YEAR: 1997

ODOMETER: 51000

PURCHASE DATE: 04/18/01

NEW OR USED: Used

DEALER NAME: Bell Road Automall

ADDRESS: Phoenix, AZ 85023

ENGINE SIZE: 3.4

CYLINDERS: 6

FUEL INJECTION: Yes

TURBO: No

FUEL TYPE: Gas

ANTILOCK BRAKES: Yes

CRUISE CONTROL: Yes

DRIVETRAIN: Front
DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Van

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Power steering system
PART NAME(S): rack & pinion steering
LOCATION: Front
NUMBER OF FAILURES: 1
DATE(S) OF FAILURES: 08/18/2001
MILEAGE AT FAILURE(S): 51300
SPEED AT FAILURE(S): 20 mph
MANUFATURER CONTACTED: No
NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No
NUMBER OF PERSONS INJURED: 0
NUMBER OF FATALITIES: 0
ESTIMATED PROPERTY DAMAGE: \$0
DRIVER AIRBAG DEPLOYED: No
PASSENGER AIRBAG DEPLOYED: No
REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

Steering wheel locked while making a left hand turn and vehicle was blocking 2 lanes of traffic. I believe this was a dangerous situation for my family. Turns out it was the rack and pinion steering that needed to be replaced. The mechanic told us there were no leaks in the system and no visible damage to the steering components. The damage was interior so it was undetectable until they removed all necessary parts.

END OF FORM



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1058

Date Received

21-AUG-2001

Od_or

rt_dt

pd_rt

rp_lr

Reference No.

785464

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) (Location at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GHDX03EXVD235861	OLDSMOBILE TRU	SILHOUETTE	1997	

Purchase Date 18-APR-2001	Dealer's Name _____	Engine Size (CID/CC/L <u>6 CYL</u>)	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
			Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01400000	Part Name(s) STEERING:GEAR:RACK AND PINION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 18-AUG-2001 51300 Mileage at Failure(s) 20	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
---	---	---------------------------	----------------------	--------------------------	---

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

STEERING WHEEL LOCKED WHILE MAKING A LEFT DUE TO RACK AND PINION FAILURE. *YH

CONTINUE ON REVERSE

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.