



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 758

Date Received

27-JUN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8012809

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) (Locate at bottom of windshield and door frame) ADD	Vehicle Make OLDSMOBILE	Vehicle Model CUTLASS	Vehicle Year 1994	Current Odometer Reading
Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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 10311000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER/WASHER SWITCH	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-JUN-2002 Mileage at Failure(s) 60000 Vehicle Speed at Failure(s) _____	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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RECALL 97V0170000 REPAIRS CONCERNING WINDSHIELD WIPER/WASHER SWITCH WAS DONE IN 1997. ON 1 JUNE 2002, WINDSHIELD WIPERS STOPPED WORKING. DEALER REPLACED WIRING MECHANISM.*AK

COPIES OF THIS FORM ARE:

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.

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 758	
		Date Received RECEIVED 27-JUN-2002 10 26 AM EDT	
OWNER INFORMATION (Type or Print) CINCINNATI OH		Reference No. 8012809	
		Work Number 	
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 7/14/02	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
ADD 1G3WH55M7R030119	OLDSMOBILE	CUTLASS	1994
Purchase Date 10/01/93 ☒ New ☐ Used		Dealer's Name NEW CAR PURCHASED FROM FALHABEE OLDS 1998 (DEALER SINCE OUT OF BUSINESS) City CINTI State OH Zip Code 45232	Engine Size (CID/CC/L) ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio No Cylinders _____
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No
Drive Train		Vehicle Type	Body Style
☐ Front ☐ Rear ☐ 4-Wheel		☐ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 10311000	Part Name(s) VISUAL SYSTEMS: WINDSHIELD WIPER/WASHER SWITCH WINDSHIELD WIPER CONTROL SWITCH ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures ONE	Date(s) of Failure(s) D1-JUN-2002 5/27/02 Mileage at Failure(s) 60000 63500 Vehicle Speed at Failure(s) 30-35 MPH EST.	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 NONE	Number of Fatalities NONE
Estimated Property Damage NONE		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
RECALL 97V0170000 REPAIRS CONCERNING WINDSHIELD WIPER/WASHER SWITCH WAS DONE IN 1997. ON 1 JUNE 2002, WINDSHIELD WIPERS STOPPED WORKING. DEALER REPLACED WIRING MECHANISM.*AK <i>My wife was in the local neighborhood driving in a light rain when the part failed. The car was taken to our local GM certified mechanic, who diagnosed the problem, and who also alerted us to this being a previously safety recall issue. In review of our records, we found a recall letter dated March 1997 → OVER</i>			
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 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)

at which time my wife took the car to the local ("Joseph Olds Dealer")
for inspection. They reported a newly designed switch was ^{ALREADY IN THIS} ~~part of the~~ car,
AND closed out the RECALL ORDER ON THIS CAR.

We drove the car since then, without incident UNTIL this failure, which was
A TOTAL failure of the windshield wiper system.

We had our local mechanic replace the switch assembly 5/29/02 at a cost
of \$304.43 (PART \$144.80, Labor \$136.40 + TAX). AN inspection of the failed part
shows IT HAD THE REQUIRED Nylon Tie ON THE WIRES, EXCEPT FOR ONE wire which WAS
MISSED. THIS WAS THE wire which broke over time, which WAS THE REASON FOR THE
SAFETY RECALL. I spoke with the Olds dealer and the Olds customer assistance center
(1-800-442-6537) to get reimbursement for this recalled parts failure.

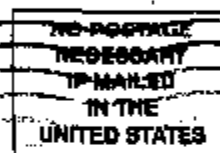
The Oldsmobile company said they are not obligated to
EXPENSE.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



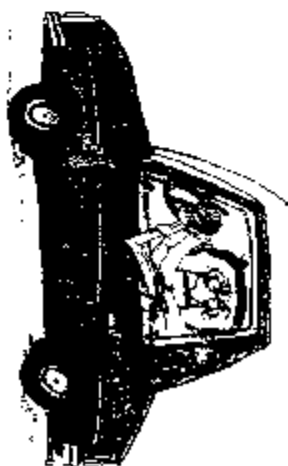
BUSINESS REPLY MAIL

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

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<http://www.nhtsa.dot.gov/hotline>

DOT Auto Safety Hotline
(DASH) 2 DOT

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

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

**VEHICLE
OWNER'S
QUESTIONNAIRE**