

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 118

Date Received

07-MAR-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858056

 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) (located at front of windshield on drivers side) 1GHDX03E2WD217694	Vehicle Make OLDSMOBILE TRL	Vehicle Model SILHOUETTE	Vehicle Year 1998	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15700100	Part Name(s) EQUIPMENT:CARRIER:SPARE TIRE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>07-JAN-2000</u> Mileage at Failure(s) <u>24500</u> Vehicle Speed at Failure(s) _____	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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CABLE THAT HOLDS THE SPARE TIRE BROKE, CAUSING THE TIRE TO DROP TO THE PAVEMENT. THE VAN WAS PARKED IN THE DRIVEWAY WHEN THIS HAPPENED. VAN WAS TAKEN TO THE DEALERSHIP, WHERE THE CABLE WAS REPAIRED. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

CONTINUED ON BACK (11888)

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.



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MAR 07 2000

OFFICE
INVEST

Oid_or

rt_dr

od_rt

up_ltr

Reference No.

858056

OWNER INFORMATION (Type or Print)

594820

Work Number

Home

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.) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GHDX03E2WD217694		OLDSMOBILE TR	SILHOUETTE	1998	
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt		☒ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type		Body Style			
☐ Car ☒ Van ☐ Minivan ☐ Other		☐ Sport Ult ☐ Truck ☐ Motorcycle ☐ Stationwagon ☐ Pick Up Truck ☒ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15700100	Part Name(s) EQUIPMENT:CARRIER:SPARE TIRE	Location ☐ Left ☐ Front ☐ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 01-JAN-2000 Mileage at Failure(s) 24500 Vehicle Speed at Failure(s)	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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CABLE THAT HOLDS THE SPARE TIRE BROKE, CAUSING THE TIRE TO DROP TO THE PAVEMENT. THE VAN WAS PARKED IN THE DRIVEWAY WHEN THIS HAPPENED. VAN WAS TAKEN TO THE DEALERSHIP, WHERE THE CABLE WAS REPAIRED. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

I do have picture of fractured cable & also a video. Just feel that GM should have made some response by now. 3/17/00

CONTINUE ON BACK IF NEEDED

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8482037

219701

FISCHER
OLDS-CADILLAC-MAZDA, Inc.

3555 S.E. Federal Highway P.O. Box 569

STUART, FLORIDA 34996-0569

(561) 286-3555

Toll Free Phone 800-7555

From Sebastian through Boca Raton

REG. NO. OLDS-CADILLAC-MV-08457 • MAZDA MV-03725

INVOICE

PAGE 1

SERVICE ADVISOR: 319 CAROLYN TIRELLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	98	OLDSMOBILE SILHOUETTE	1GHDX03E2WD217694	DY641R	24820/24820	T16
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31 JUL 1998			WAIT 17 JAN 00			CASH
R.O. OPENED	READY	OPTIONS: DLR: NONE				
17 JAN 00	17 JAN 00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES CABLE FOR UNDER VEHICLE, HOLDS SPARE TIRE S O P

CAUSE: CABLE IS BROKEN

E0600 HOLD-DOWN, SPARE TIRE - R&R OR REPLACE

32 W094 0.40

1 10435931 HOIST

FC: 1D

PART#: 10435931

COUNT: 1

CLAIM TYPE:

AUTH CODE:

VB

(N/C)

(N/C)

24820 CABLE BROKEN REPLACE SPARE TIRE CABLE ASSY

FILE # 000001462

FISCHER OLDSMOBILE-CADILLAC-MAZDA THANKS YOU
FOR YOUR BUSINESS.

OUR GOAL IS 100% CUSTOMER SATISFACTION



MISC. SHOP SUPPLIES & HAZARDOUS WASTE REMOVAL CHARGE

A standard charge for supplies (rags, nuts, bolts, cleaners etc.) and disposal of hazardous waste (oil, coolant, oil filters etc.) will appear on each repair order when used in the repair. The amount of each charge will be 5% of the total repair charge, with a maximum of \$15.00.

ALL PARTS NEW UNLESS OTHERWISE INDICATED

PLEASE READ BACK FOR ADDITIONAL
INFORMATION REGARDING REPAIRS

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU! IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF YOU ARE NOT SATISFIED, PLEASE LET US KNOW IMMEDIATELY, BECAUSE NOTHING SHORT OF OUR BEST IS ACCEPTABLE.

Thank You

BILL FISCHER
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

January 11, 2000

RE: 1998 Oldsmobile
Silhouette
Vin # 1GHDX03E2WD217694
Mileage--24500
File # 000001462
Ms Johnson--Tampa

Customer Assistance Network

Oldsmobile Central Office
920 Townsend St
Lansing, MI 48909

Dear Sirs:

I want to report to you that there is a serious safety problem with this vehicle and potentially many more in the GM family. As stock holders, this condition could have been disastrous. The spare donut tire fell to the pavement. Enclosed is a picture of the frayed cable. Th is spare tire had never been used. Can you imagine what might have happened if this had fallen to the pavement endangering both this auto and occupants, but the many coming behind. This could erupt in to a hay day for the trial lawyers.

Since the original seller of the car has sold his dealership, I have been in communication with Fischer Olds in Stuart, Fl. The new cable has been ordered as instructed by Jeff Galla and his staff. The first appointment is scheduled for 8:30 AM on the 17th.

Quite frankly I feel that a factory representative should be there and send the frayed parts to Lansing for a laboratory analysis. I believe that we should get a copy of the findings.

Sincerely

Return Receipt Requested

3/11
Christine
Auto safety
1-800-424-9393



