Form Approved: O.M.B. No. 2127-0038

U.S. Department of Transportation
National 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 117	
Date Received: 01-MAY-2000	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ up_ltr ____ ____
	Reference No. 861186

[redacted]

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
1G3HN54C4J1803900	OLDSMOBILE	88	1988	

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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☒ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
01400000 03272000	STEERING:GEAR:RACK AND PINION BRAKES:HYDRAULIC:DISC:PADS AND SHOES	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures		Failed Part(s) Available?	NHTSA Previously Contacted?
	Date(s) of Failure(s) _____ Mileage at Failure(s) 93 Vehicle Speed at Failure(s) _____	| |Yes | |No	| | 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
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

RACK & PINION STEERING WOULD LOCK UP IF VEHICLE S TOO LONG. THIS HAS HAPPENED WHEN THE WEATHER WAS COLD OR TOO HOT. ALSO, BRAKE PADS WORE OUT THE ROTORS. PADS WERE HARDER THAN THE ROTORS. HAD TAKEN VEHICLE TO DEALERSHIP SEVERAL TIMES FOR REPAIRS OF RACK & PINION STEERING, AND EACH TIME MECHANIC REFUSED TO REPAIR IT. *AK

CONTINUE ON BACK IF NEEDED

Form Approved: O.M.B. No. 2127-0006

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FOR AGENCY USE ONLY 117

Date Received
00 JUN -5 AM 11:56
01-MAY-2000
OFFICE OF DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.
861186

OWNER INFORMATION (Type or Print)

[redacted]

Work Number

Home Numb [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an ext[redacted] your name and address to the vehicle manufacturer.

Signature of Owner [redacted] Date 05/15/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G3HN54C4J1803900	OLDSMOBILE	88 DELTA	1988	93,951.5

Purchase Date: 17 JAN 88
☒ New ☐ Used

Dealer's Name: BOMBARDIER OLDS
City: ELLISVILLE State: MO Zip Code: 63011

Engine Size (CID/CC/L): 3800
No Cylinders: 6
☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

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No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s): 93	☐ Yes ☐ No	☐ 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
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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RACK & PINION STEERING WOULD LOCK UP IF VEHICLE S TOO LONG. THIS HAS HAPPENED WHEN THE WEATHER WAS COLD OR [illegible] HOT. ALSO, BRAKE PADS WORE OUT THE ROTORS. PADS WERE HARDER THAN THE ROTORS. HAD TAKEN VEHICLE TO DEALERSHIP SEVERAL TIMES FOR REPAIRS OF RACK & PINION STEERING, AND EACH TIME MECHANIC REFUSED TO REPAIR IT. *AK

STEERING WHEEL CRACKED ON BOTH SIDES DUE TO STEERING LOCKUP
GAS GAGE HAS NOT WORKED IN YEARS. I WAS TOLD IT WOULD COST $300 OR MORE TO FIX IT
AIR COND IT DIDN'T QUIT LAST WEEK. WILL COST ABOUT $1000 TO CHANGE [illegible] FREON [illegible] +HOSES
NEW COMPRESSOR. I WAS ALSO TOLD THE RADIATOR IS SHOT. THIS CAR HAS NEVER BEEN
IN THE ROAD IN THE WINTER. IT DOES NOT HAVE RUST SPOT ON IT. NOW THAT THE CAR IS
OLD GM WON'T FIX ANYTHING. BUT THEY WOULD'NT FIX IT WHEN IT WAS YOUNG.

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D	O	T											MANUFACTURER/TIRE NAME	SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

THE BRAKE PADS WORE OUT THE ROTOR'S AT 38,000 MILES. I PAID TO HAVE NEW ROTORS + PADS PUT ON IT.

☆ U.S. G.P.O.: 1992 – 323-397 / 60086

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

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Washington, DC 20590