

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

241

Date Received

23-SEP-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

871752

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2G2AF19X3E1212884	OLDSMOBILE	98	1991	

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 ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ Motorized ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000	Part Name(s) STEERING WHEEL AND COLUMN	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 07-SEP-2000 Mileage at Failure(s) 90000 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)

VEHICLE EXPERIENCING A ELECTRICAL SHORTAGES IN THE STEERING COLUMN; CAUSING DAMAGES TO WIRING HARNESS AND OTHER PARTS. REPAIRS WAS DONE BY INDEPENDENCE REPAIRS SHOP AND DEALER/MFR'S WAS NOT NOTIFIED AT THIS TIME. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS:

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.

RECEIVED

Form Approved OMB No. 2127-0008

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241 Date Received 28-SEP-2000 EFFECTS INVESTIGATED Od or ☐ ☐ od_r ☐ up_itr ☐ Reference No. 871752 Work Number Home Number	
OWNER INFORMATION (Type or Print) [Redacted] 642977 [Redacted]		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of a signature, please print the address to the vehicle manufacturer. Signature of Owner [Redacted] Date 10/6/00	
VEHICLE INFORMATION Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1G3CW59L2M4323267 1G3CW59L2M4323267		Vehicle Make OLDSMOBILE Vehicle Model 98 Vehicle Year 1991 Current Odometer Reading 91,755	
Purchase Date ☐ New ☒ Used		Dealer's Name City _____ State _____ Zip Code _____ Engine Size 3.8L ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection No Cylinders 6	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Drivers de Airbag ☐ 2-Point Belt ☐ Passengers de Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Ult ☐ 2-Door ☐ Van ☐ Truck ☐ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☐ Pick Up Truck ☐ Other		Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 08300000	Part Name(s) ELECTRICAL SYSTEM:WIRING	Location ☒ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 07-SEP-2000 Mileage at Failure(s) 90000 Vehicle Speed at Failure(s) 55 MPH	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 None	Number of Fatalities None
Estimated Property Damage \$875.37		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
VEHICLE EXPERIENCING AN ELECTRICAL SHORT IN STEERING COLUMN, CAUSING DAMAGE TO WIRING HARNESS AND OTHER PARTS, REPAIRS WERE DONE BY INDEPENDENT REPAIR SHOP. DEALER/MANUFACTURER WERE NOT NOTIFIED AT THIS TIME. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK The switch buttons on the steering wheel popped off in (3) of (4) locations during normal use, exposing (3) small →			
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.			

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)

light bulbs. The light bulbs cracked and broke during normal driving operations. One of the broken bulbs shorted out and caused burning to surrounding plastic at that location. The burning traveled down wiring into steering column and wiring harness. Damage was done to switch assembly, wiring harness, SRS, lock spring assembly, directional switch assembly, and horn assembly. Entire switch assemblies had to be replaced along with all of the above assemblies. The total for parts and labor to correct all of the damage was \$875.37.

U.S. G.P.O.: 1992-623-997/50095

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.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



27846

BELMONT, MA. 02478
TEL. (617) 484-5978

11: Lunge

[illegible]

QUANTITY	PART NO. DESCRIPTION	AMOUNT	SERVICE OR WORK REQUESTED	CASH ☐ CHECK ☐ MOBL. LVISA ☐ CMO. ☐ AM EXP ☐	CONCURRENCE INSPECT
1	Scrub. Assy (Horn Rd)	207.28	MAINT		
1	SRS C/ock & Assy	198.80	Check Buryt valve		
1	Directional Scrub Assy	82.84	Steel viny Collumb		
1	Horn Ring Cam	20.20	Horn Scharfed		

of ch
etc

875.37

Debar Replace Directional
Switch, Clock Spring Assy,
Horn Ring, & Horn Bell Assy. 245.00

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

*Note / Tilt Gumbler
Play 4 or 5 days

TOTAL PARTS	509	88
Oil, Grease, A.T.F.		
AMCINI		

AIR CONDITIONING		EMISSION CONTROL		BRAKES	
☐	RECHARGE	☐	HOSES	☐	ADJUST
☐	CHECK	☐	BE175	☐	BE2110
☒	TIRES				

TOTAL PARTS	50988
OIL, A.T.F. & GREASE	

2.1.1. FLEET/IN PARTS

2.1.2. DISCARDED PARTS

A.T.F.	
DTS OIL	

Oil	☒ Full	☒ Exhaust	☒ Refine
Lube	☒ Transmission	☒ Tune Up	☒ Wash

HAZ MAT.	
SHOP CHG	15.00
GAS/GALLONS	

PAE

Reynolds and Reynolds HCT 200 134/221

WWE C. McMILLAN
BELMONT MA
DEALER: 3404845
09/07/00 1:51PM

ACCT/CARD #: 
AUTH. #: 055212
INVOICE #: PV50859
CASHIER: 04

ITEM	QTY	PRICE	AMOUNT
WORK/LABOR			875.37

TAX 0.00
TOTAL \$ 875.37

I will pay the total according to the
terms of agreement with the card issuer.

SIG 