



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 §20

Date Received

23-APR-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

886434

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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GHDX03E3WD333745	OLDSMOBILE TRU	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 ☐ 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 13400000	Part Name(s) STRUCTURE:DOOR ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 23-APR-2001 8000 Mileage 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)

DEALERSHIP IS REFUSING SERVICE TO REPAIR RECALL 01V067000 NOTICE THAT SHE RECEIVED IN THE MAIL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS.*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.



U.S. Department of Transportation
National Highway Traffic Safety Administration
Vehicle Owner's Questionnaire (VOQ)
NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 920

Date Received: 01 MAY - 6 PM '01
23-APR-2001
Reference No. 686434

Work Number: 687726
Home Number: [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: [redacted]
Date: 4/30/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 1GHDX03E3WD333745 (located at bottom of windshield on driver's side)	Vehicle Make OLDSMOBILE TR	Vehicle Model SILHOUETTE	Vehicle Year 1998	Current Odometer Reading 8200
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Purchase Date 10-16-98	Dealer's Name Findlay Oldsmobile	Engine Size (cid/cyl) 3.4 V6	Engine Type Turbo	Fuel Injection Gas
☒ New ☐ Used	City Henderson State NV Zip code 89014	No cylinders 6	☒ Fuel Injection	

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13400000	Part Name(s) STRUCTURE: DOOR ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	No of Failures	Date(s) of Failure(s) 23-APR-2001	Mileage at Failure(s) 8000	Vehicle Speed at Failure(s)	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously Contacted? ☒ Yes ☐ No
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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)

1. DEALERSHIP IS REFUSING SERVICE TO REPAIR RECALL 01V087000 NOTICE THAT SHE RECEIVED IN THE MAIL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS, IF ANY.

2. Ignition locks up periodically

3. Thumping in rear periodically when brakes are applied

4. Hood hits bumper, concern is that hood could fly open while driving.

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

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CONTINUE ON BACK IF NEEDED

April 30, 2001

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

Dear Sir:

On March 08, 2000 we were told by Richie McDermott (General Manager) at Findlay Olds to get out of his office & get our van off their property & never come back again. Mr. McDermott told us their employees will never be allowed to ever work on our van again. This conversation took place as a result of us showing Mr. McDermott their invoices where items were on the invoices as being repaired that were never fixed, & then they billed General Motors for labor & parts on items never fixed.

On 10-12-99 General Motors told Findlay Olds to fix everything on our van. Findlay Olds did not fix everything & returned our van to us with paint peeling off the body, a result of them not preparing the body surface properly when they painted our car.

The van has been at the dealership a total of 137 days, a result of poor workmanship.

The ignition locks up periodically since the van was purchased. There is thumping, periodically in the rear when the brakes are applied & the hood hits the bumper & has rubbed the finish off, our concern is that the hood could fly open while driving, & now we have the recall problem of the power sliding door which can fly open while the vehicle is in motion.

General Motors & their customer assistance line have told the oldsmobile dealers not to work on our van & not to honor our bumper to bumper warranty.

Sincerely,

