



Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
 NATIONWIDE 1-800-424-8393  
 DC METRO AREA (202) 366-0123  
 INTERNET: http://www.nhtsa.dot.gov

Use a No. 2 pencil or a blue or black ink pen only.  
 CORRECT MARK: ●

**FOR AGENCY USE ONLY**

Date Received: 4/17/01  
 Reference No.:  
 Od-or \_\_\_\_\_  
 rt dt \_\_\_\_\_  
 wd rt \_\_\_\_\_  
 up lb \_\_\_\_\_

**OWNER INFORMATION (Type or Print)** **DAYTIME TELEPHONE NUMBER**

**VEHICLE INFORMATION**

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)		VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
1G3WH52K3WF309885		OLDSMOBILE	INTRIGUE	071197	1998
VEHICLE MANUFACTURER					
<input type="checkbox"/> BMW <input type="checkbox"/> Ford <input type="checkbox"/> Honda <input type="checkbox"/> Nissan <input type="checkbox"/> Subaru <input type="checkbox"/> Volvo <input type="checkbox"/> Other <input type="checkbox"/> Daimler/Chrysler <input checked="" type="checkbox"/> General Motors <input type="checkbox"/> Hyundai <input type="checkbox"/> Saab <input type="checkbox"/> Toyota <input type="checkbox"/> VW					
PURCHASE DATE	<input checked="" type="radio"/> New <input type="radio"/> Used	DEALER'S NAME	CITY	STATE	ZIP CODE
10/8/1997		HAGGERTY OLDSMOBILE	CHICAGO	ILL	60618
ENGINE SIZE	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES	RESTRAINT SYSTEM
ICD/COOL 3.8	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Fuel Injection	<input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> 2 Point Belt <input type="checkbox"/> Molomelt <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
NO. CYLINDERS	DRIVETRAIN		VEHICLE TYPE		DOORS
6	<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4 Wheel		<input checked="" type="checkbox"/> Car <input type="checkbox"/> Minivan <input type="checkbox"/> Truck <input type="checkbox"/> Other <input type="checkbox"/> Van <input type="checkbox"/> Sport Utility <input type="checkbox"/> Motorcycle		<input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door
BODY STYLE					
<input checked="" type="checkbox"/> Sedan <input type="checkbox"/> Hatchback <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Station wagon					

**FAILED COMPONENT(S)/PART(S) INFORMATION**

<b>COMPONENT</b> <input type="checkbox"/> Child Seat <input checked="" type="checkbox"/> Electrical Lights & Alarms <input type="checkbox"/> Engine & Cooling System <input type="checkbox"/> Equipment <b>RADIO</b> <input type="checkbox"/> Fuel System, Exhaust <input type="checkbox"/> Heater, Defrizer, Ventilation <input type="checkbox"/> Interior <input type="checkbox"/> Parking Brake <input type="checkbox"/> Power Train <input checked="" type="checkbox"/> Service Brakes <b>ROTAR</b> <input checked="" type="checkbox"/> Steering <input checked="" type="checkbox"/> Structure <input checked="" type="checkbox"/> Suspension <input type="checkbox"/> Visual Systems <input type="checkbox"/> Other <b>SEAT BELTS</b> <b>BATTERY - FUSES</b> <b>ELECTRICAL SYSTEM</b>	<b>NO. OF FAILURES</b> <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).		
	<b>INCIDENT DATES</b> 4-11-2000 5-25-2000 8-31-2000 10/6/2000 6-01-2000 09-21-2000	<b>TIRE NAME</b> COMPLETE TIRE SIZE		
	<b>MILEAGE AT INCIDENTS</b> 25,535- 26,848 - 29828 - 30455 - 30,872	<b>TIRE BRAND</b> <input type="checkbox"/> BF Goodrich <input type="checkbox"/> Cooper <input type="checkbox"/> Firestone <input type="checkbox"/> Goodyear <input type="checkbox"/> Kelly Springfield <input type="checkbox"/> Michelin <input type="checkbox"/> Yokohama <input type="checkbox"/> Other	* NOTE "STATEMENT" BY A.S.E MASTER AUTOMOBILE TECHNICIAN PHIL GRISMER - THIS CAR IS SERIOUSLY QUESTIONABLE AND UNSAFE. 5 MONTHS, DRIVING - UNSAFE VEHICLE UNTIL ARBITRATION MEETING!	
	<b>VEHICLE SPEED AT INCIDENT</b> <b>FAILED PART(S)</b> <input checked="" type="radio"/> Original <input type="radio"/> Replacement	<b>HANDICAPPED ADAPTIVE</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>FAILED PART(S) AVAILABLE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>NHTSA PREVIOUSLY CONTACTED?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**APPLICABLE INCIDENT INFORMATION**

Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.	<b>CRASH</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>NUMBER OF PERSONS INJURED</b> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9	<b>CAUSE OF INCIDENT</b> <input type="checkbox"/> Wear/Corroded/Rust <input type="checkbox"/> Weak/Poor Ft/Loose <input type="checkbox"/> Out/Torn <input type="checkbox"/> Disconnect/Fell Off <input type="checkbox"/> Erratic/Poor Performance <input type="checkbox"/> Excessive Effort <input type="checkbox"/> Noisy <input type="checkbox"/> Leaks <input type="checkbox"/> Shon <input type="checkbox"/> Locks/Sticks/Grabs <input type="checkbox"/> Stability/Vibration <input type="checkbox"/> Broken	<b>RESULT OF INCIDENT</b> <input type="checkbox"/> Explosion/Fire <input type="checkbox"/> Loss of Control <input type="checkbox"/> Poor Visibility <input type="checkbox"/> Inadvertent Start <input type="checkbox"/> Rollover <input type="checkbox"/> Stalls <input type="checkbox"/> Sudden Acceleration
	<b>FIRE</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>NUMBER OF FATALITIES</b> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9		

PLEASE DO NOT WRITE IN THIS AREA



02341

NOTE - ALL CAR PROBLEMS STARTED AT 25,535

**Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.**

CAR PROBLEM'S. 25,535: 4/11/2000.  
 REPLACED INTERMITTENT STEERING SWAFET  
 REPLACED STEERING RACK AND ADJUSTED  
 FRONT TOE. COST \$996.76 UNDER THEIR  
 WARRANTY. 5/25/2000 - MILES 26,848.  
 REPLACE MASTER SWITCH ASSY - RADIO  
 SENT OUT FOR REPAIR - FOG LIGHTS - DAMAGED  
 SHIFTER INDICATOR LIGHT INOPERABLE  
 BULBS - LAMPS REPLACED - MIRROR LIGHT  
 REPAIRED. 29,828 - TORN IN - NEW BATTERY  
 REPLACEMENT. CUSTOMER STATES THERE  
 IS A PROBLEM WITH STEERING. ROAD TESTED  
 COULD NOT CONFIRM - PROBLEM AT THIS TIME.  
 27,077. RE-INSTALL NEW RADIO. 30,453  
 INSTALLED CLIPS TO BELT WEA. PER RECALL  
 CUSTOMER STATES PROBLEM WITH  
 STERRING. 30,872 - STEERING TAND  
 AND CRUNCHING NOISE STATES CUSTOMER  
 COULD NOT DUPLICATE PROBLEM - NO ROAD  
 TEST OR MACHINE DIAGNOSIS AT THIS  
 TIME - NO CONCERN OR EFFORT MADE.  
 PRESENT PROBLEMS - STEERING SYSTEM  
 POWER STEERING PUMP - GEOMETRIC'S  
 OF ENTIRE STEERING STRUCTURE  
 REACHED WARRANTY WOULD N'T  
 REPAIR!

Describe any additional incidents. (Include date and mileage)  
 The Privacy Act of 1974 (Public Law 93-502) This information is collected pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are therefore disclosed to those users who have. Your response may be used in connection with the NHTSA's safety recall program. We should take appropriate action to correct a safety defect. If this 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.  
 Mark Refused by NCS EW-025528-1064321 H1906 Printed in U.S.A.  
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 HS Form 350 (Rev. 8/98)

*NOTE \* I HAVE PERSONAL WITNESS - PRESENT ALL THESE WARRANTY SERVICE CALLS*



NO POSTAGE  
 NECESSARY  
 IF MAILED  
 IN THE  
 UNITED STATES



**BUSINESS REPLY MAIL**  
 FIRST-CLASS MAIL 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  
 Office of Defects Investigation, NSA-10.01  
 400 7th Street, SW  
 Washington, DC 20590

Complete and return or place in your car manual for future use

# VEHICLE OWNER'S QUESTIONNAIRE (VOQ)



**DOT AUTO SAFETY HOTLINE**  
 TO REPORT VEHICLE SAFETY DEFECTS  
 COMPLETE THIS FORM  
 OR

**DASH 2 DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
 (DASH) 2 DOT



U.S. Department of Transportation  
 National Highway Traffic Safety  
 Administration

[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

**AMERICAN TECHNICAL INSPECTIONS**  
 "Have camera will travel!"  
**EXPERT TRANSPORTATION AND MARINE APPRAISAL**  
**CONSULTATION AND ADJUSTING**

Phillip J. Grismer B.B.A.  
 Experience since 1970  
 A.S.E. Master Automobile Technician  
 II. State Board of Education Certified  
 Automotive Instructor.

**COPY FOR YOUR  
 INFORMATION**

**MECHANICAL WARRANTY INSPECTION REPORT**  
**INSPECTION DETAILS**

<i>File No.:</i> I010075 L	<i>Client Name:</i> [REDACTED]
<i>Date of Inspection:</i> 2-1-2001	<i>Time of Inspection:</i> 11:30 a.m.
<i>Weather Conditions:</i> clear 26 F.	<i>Documents Reviewed:</i> owner supplied service history, All-Data, data base, technical service bulletins, NHTSA data base, Kelley blue book.

**VEHICLE SPECIFICATIONS**

<i>Year of Vehicle:</i> 1998	<i>Make/Model:</i> Oldsmobile Intrique
<i>VIN:</i> 1G3WH52K3WF309885	<i>Mileage:</i> 34,183
<i>Engine Specifications:</i> 3.8 Liter V 6	<i>Other Specifications:</i> Automatic transmission.
<i>Condition of Vehicle/Overall Appearance except as noted below :</i> Good paint & interior 8.	<i>Fluid Levels:</i> all fluids are full and in good condition.

**Photographs were taken for confirmation purposes.**

**Complaint Issues :** Defective steering, defective suspension, defective steering column, defective electrical system, defective door hinge.

**Inspection Report:**

The vehicle was inspected at the owners residence. The vehicle was road tested on the surrounding streets and road ways. Including Western ave, Foster ave. and Ravenswood. That allowed for speeds to 55 mph to be attained. The vehicle was driven for approximately 8 miles.

The service history supplied by the owner, although said to be incomplete is extensive for a vehicle still under warranty. The history consists of 5 multi page repair invoices. The vehicle has had several complaint conditions corrected during these visits and several not corrected and ongoing at the time of inspection.

- \* The initial inspection of the vehicle revealed that the power steering pump is full of steering fluid but the power steering pump does not create sufficient pressure to assist the power steering system, causing the steering to be stiff when rotating the steering wheel. The power steering pump exhibits a loud metallic whine noise constantly indicating internal failure of the power steering pump assembly. This condition is consistent with a defective power steering pump.

The left rear door check assembly and spring that is intended to hold the door open is broken away from the door jamb and separated into 3 separate pieces. This condition is consistent with a defective door check.

- \* While driving the vehicle the steering exhibits stiff turning around corners as described previously. Additionally the steering pulls hard to the left allowing the vehicle to cross lanes into oncoming traffic within 200 feet at 25 mph. The front suspension also exhibits a knock noise after stopping.—This condition is consistent with defective suspension geometry, defective struts, defective upper strut bearings, defective ball joints, defective coil springs, defective steering rack and pinion assembly. This condition is also consistent with Technical Service Bulletin # 83-31-09, and 73-33-04.

All of the abnormal conditions observed require extensive invasive diagnostic and service repair operations that are beyond the scope of this inspection.

Additionally the vehicle is involved in 2 Safety Recall campaigns per the NHTSA data base. Safety Recall # 00V044000 defective seat belt retractor assemblies. 98V103000 defective headlamp aiming.

- It is my opinion that the value of this vehicle is greatly diminished, and its safe and continuous operation is seriously questionable. Additionally it is my opinion that the owner is fully justified in having a total loss of confidence in the vehicle.

In conclusion I would not recommend that anyone purchase this vehicle.

*Having inspected this vehicle and reviewed its service history, I consulted the current issue of Kelly Blue Book vehicle valuation guide. I find that the vehicle is below fair market value as established by Kelly Blue Book. It is my opinion that this vehicle is below the value set for the AGood@ category by 40 percent.*

