



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-STOP
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

Repository

11:01

10-SEP-2003

Reference No.
10038586

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ROCHESTER State: NY Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]

E-mail Address: [Redacted]

Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an answer, we will use your name or address to the vehicle manufacturer. YES NO
Signature of Owner: [Redacted] Date: 10/2/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1G3WH52H0YF2312225
Make: OLDSMOBILE Model: ENTRIGUE Model Year: 2000
Date Purchased: 4/10/01 Dealer's Name and Telephone Number: ENRISE CAR SALES
Engine: No: Cylinders 6 Fuel Type: GAS
Original Owner: Dealer's City: Rochester State: NY Zip Code: 14625
Transmission Type: Automatic Antilock Brakes Cruise Control Powertrain: [Redacted]
Vehicle Component Code: 127200 EXTERIOR LIGHTING:HAZARD FLASHING WARNING LIGHTS:
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): [Redacted] Failure Mileage: 49000 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] The Model (Name or Number): [Redacted] The Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOT4ALSABC036) Original Equipment Prior Repair Failure Location: [Redacted]
The Component Code: [Redacted] The Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es) and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE VEHICLE EXPERIENCED THE SAME DEFECT AS STATED IN RECALL 03 V 327 000, HOWEVER THE MODEL OF THE VEHICLE WAS NOT INCLUDED IN THE RECALL. *JB

ENTERED COMPONENT (EXTERIOR) TRANSVIEW

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

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.

October 3, 2003

[REDACTED]
Rochester, New York [REDACTED]

U.S. Department of Transportation
National Highway Safety Administration
Office of Defects Investigations, NVS-216
400 7th Street SW
Washington, DC 20590

To Whom It May Concern:

I received your Vehicle Owner's Questionnaire and I am returning the form. I am also enclosing a copy of the repair bill for the part that was replaced.

I wanted to mention that I did speak with a representative from GM and he set up a file for me with my complaint. The reference number is 1-145033817. My question to them was why did they have a recall for the Aleros and not the Intrigues with the same problem. The gentleman told me since they did not receive any other complaints about the Intrigues there would be no recalls. I was also told if in the future there was a recall I would be notified. As far as I am concerned that is unacceptable. I would think that if there were any kind of safety complaints GM would check into the matter and find out how many other consumers have been having the same problem other than then Alero.

I would like to thank you for sending me the questionnaire form. If you receive any correspondence from GM, I would appreciate a copy of it.

Sincerely,
[REDACTED]

Enclosures

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**