



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-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

2004 JAN 12

FOR AGENCY USE ONLY 100078

Date Received

Repository ☐

Reference No.
10042438

OWNER INFORMATION (Type or Print)

Name

Address

City

GROSSE POINTE PARK

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1G3NF52E1X

Make

OLDSMOBILE

Model

ALERO

Model Year

1999

Date Purchased
June - 2002

Dealer's Name and Telephone Number

LES STANFORD CHEVROLET (313) 565-6000

Engine:

No. Cylinders

6

Fuel Type:

no-lead

Original Owner

☐ NO

Dealer's City

DRAPER, OH

State

MI

Zip Code

48124

Transmission Type:

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL

DRIVE

Vehicle Component Code

128200 EXTERIOR LIGHTING: TURN SIGNAL SWITCH

Multiple Failure: 1

NUMEROUS FAILURES BEFORE SWITCH

WAS REPLACED

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
07-OCT-2003

Failure Mileage
50000

Failure Speed
N/A

TURN SIGNAL INTERMITTENTLY FAILED NUMEROUS TIMES - VERY DANGEROUS SITUATIONS OCCURRED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM15ABC025)

☐ Original Equipment

Failure Location

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failure Part:

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

Number of Deaths

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).

TURN SIGNAL INTERMITTENTLY DOESN'T WORK PROPERLY WHILE DRIVING. DEALER REPLACED THE HAZARD SWITCH. *AK

DEALER SERVICE REP. WHO FIXED THE PROBLEM STATED "IT IS MOST LIKELY THE HAZARD SWITCH. WE'VE SEEN THAT NUMEROUS TIMES. 4 MONTHS LATER I READ THAT GENERAL MOTORS WAS RECALLING MODEL YEARS 2000-2004 OLDSMOBILE ALEROS FOR THE EXACT SAME PROBLEM. THIS IS DEFINITELY A SERIOUS SAFETY ISSUE AND SHOULD HAVE BEEN TAKEN CARE OF BY GM.

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.

A CALL TO OLDSMOBILE CUSTOMER RELATIONS WAS A TOTAL WASTE OF TIME. I BELIEVE G.M. SHOULD REIMBURSE THE COST OF REPAIRING THIS OBVIOUS SAFETY DEFECT. THANK YOU,

**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).**