



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

FOR AGENCY USE ONLY 100161

Date Received

Repository

2018 MAR - 3 PM 2: 53  
25 JAN 2004

Reference No.  
18055788

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: CHULA VISTA State: CA Zip Code: [REDACTED]

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: 1G3AL54NON [REDACTED]  
Make: OLDSMOBILE Model: CUTLASS CLERA Model Year: 1992  
Date Purchased: 9-19-92 Dealer's Name and Telephone Number: TREVELLYAN OLDS 619-298-8211  
Original Owner:  Dealer's City: SAN DIEGO State: CA Zip Code: [REDACTED] Engine No: Cylinders: 6 Fuel Type: REG.  
Transmission Type: AUTO  Antilock Brakes  Cruise Control Powertrain: [REDACTED] Vehicle Component Code: 354000 EQUIPMENT:MECHANICAL  
Multiple Failure: 1

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

Incident Date(s): Failure Mileage: Failure Speed:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair 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: Failed 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).

THE CONSUMER WAS UNABLE TO REMOVE THE SPOKES ON THE HUBS OR THE LUG NUTS ON THE TIRES BECAUSE THE WRENCH PROVIDED FOR THE VEHICLE WAS MADE OF PLASTIC. PLEASE PROVIDE FURTHER DETAILS. \*JB  
Enclosed letter gives details of wrench. I believe it says all there is to say about this faulty piece of equipment. nothing been done to correct this.

**UNITED STATES GOVERNMENT PRINTING OFFICE: 2002-2000**

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

The Privacy Act of 1974 (Public Law 93-502) 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.

1/7/04 Letter!

AUTOMOTIVE TRIM DIVISION  
P.O. BOX 64395 DETROIT, MICH. 48264

SAVE THIS CARD!

This card is to be included when  
ordering a replacement wrench

COLOR CODE - G

13000 Angeleno, #22  
Chula Vista, Ca 91911-5739

Jan. 7, 2004

Automotive Trim Division  
P.O. Box 64395  
Detroit, Mich. 48264

To those concerned, I am,  
Happy New Year!

I am a happy owner of an Oldsmobile Cutlass  
Leisure (1992).

I am unhappy with your wheel cover lock nut  
"wrench". It is wretched!

I am on my second replacement wrench. Why is  
it plastic?

I can't tire, brake, and wheel work gauges mechanism  
can not take off nuts, and, of course, wheels.

That piece of plastic is useless!  
Why isn't it metal?

I am unable to have my wheels, tires, brakes and  
etc etc serviced.

Have you an answer? In the mean time my  
tires, brakes, etc etc are "sustaining"! So am I!!!

Just truly and Unhappy.

P.S. # (M) P Color Code - G

To Those Concerned:

This was my letter to "Automotive Trim Division" I was sent back to me. Envelope was "cut" open, stapled, and returned with Red postage message - "no longer or not such number, etc." on the face of envelope!



more of calls made by me!  
Richard J. Habel

FYI

Photo

1500

Note: See <sup>to wait</sup> Sales Admin

1-800-974-9383

800-952-0510

Matthew

FYI - These were some of the calls I made regarding this "wrench" (Habel) <sup>Richard J. Habel</sup>

442-6537

1215  
Shawn  
Waller

1-18-1708535

MARK B. Powell  
Gene Hill

29172040  
4207  
270

Bill Olds - 474-6481

IGNITE.O@1200