



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 120

Date Received 2004 JAN 30 11:00:00
30-JAN-2004

Repository

Reference No.
10057248

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PENFIELD State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of any other contact information, we will use your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 2/20/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G3AJ85M4 [REDACTED] Make OLDSMOBILE Model CIERA Model Year 1996

Date Purchased 1-20-98 Dealer's Name and Telephone Number HASTINGS OLDS - PENFIELD NY 1-800-836-0629 Engine: No. Cylinders 6 Fuel Type: GAS
Original Owner Dealer's City PENFIELD NY State NY Zip Code 14526

Transmission Type Auto Antilock Brakes Cruise Control Powertrain Vehicle Component Code 061000 ENGINE AND ENGINE COOLING:ENGINE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-JAN-2004 Failure Mileage 4000 Failure Speed HEAD GASKET LEAKS

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: DOTM4L8ABC036) 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 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):

HEAD GASKET LEAKED. CONSUMER INDICATED THAT WHEN HE WENT INTO GARAGE THERE WAS WATER ON THE FLOOR. CONSUMER HAD VEHICLE CHECKED OUT BY MECHANIC, WHO DETERMINED THERE WAS A HEAD GASKET LEAK. CONSUMER WAS QUOTED A PRICE TO HAVE VEHICLE REPAIRED. CONSUMER FELT THAT OLDSMOBILE SHOULD REPAIR THE PROBLEM FREE OF CHARGE SINCE THIS WAS A COMMON PROBLEM WITH THIS VEHICLE. *AK NO CAR SHOULD HAVE A HEAD GASKET FAILURE OR RELATED ENGINE FAILURE UNDER 10000 MILES! ~SEE CONSUMER RESEARCH (OCT-2002 - PAGE 28) ALSO OTHER CAR PUBLICATIONS. AT 4000 Miles THIS CAR HAS HAD THE VERY BEST OF CARE & CERTAINLY NEVER AN OVER HEATING PROBLEM. ~ OLDSMOBILE MECHANIC DIAGNOSED THE PROBLEM & AT THAT TIME WAS REPLACING A HEAD GASKET ON EVEN A LATER OLDS. ~ ASIAN CARS HAVE A 10 YEAR, 100,000 MILE GUARANTEE ~ WHY?

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.

over

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THIS IS A BEAUTIFUL AUTOMOBILE & AS A WAGON
IT IS VERY RARE ~ UP TO THIS TIME NO AMERICAN
MANUFACTURER PUTS OUT A WAGON OF THIS SIZE
& QUALITY ~ THIS IS MY LAST CAR & I DONT WANT TO
REPLACE IT ~ IN THE PAST, G.M. WAS KNOWN FOR
GASKET FAILURES, POWER STEERING FAILURES ECT WHILE
OTHER CARS HAD NO SUCH FAILURES ~ THIS IS DEFINITELY
A DEFECTIVE PART!! ~ THIS HEAD GASKET FAILURE WAS
DISCOVERED AT A ROUTINE OIL CHANGE - SO NO FURTHER WORK
ON THIS PROBLEM EXIST AT "HASTING" OLDS. ~
YOU BUILT A BEAUTIFUL CAR - LETS FINISH IT ~

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73175 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, NVS-216
400 7th Street, SW
Washington, DC 20590



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