



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 100147

Date Received

2004 APR -9 PM 12:37
18-MAR-2004

Repository

Reference No.
10063428

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City LANHAM State MD Zip Code 20706

Daytime Telephone Number [Redacted]

E-mail Address [Redacted]

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 1G3GR62C7V4107626
Make OLDSMOBILE Model ALERO Model Year 1998
Date Purchased 11-14-03 Dealer's Name and Telephone Number BOONS Auto Superstores 801 433-2200 Engine: 4.0L DOHC Fuel Type: No. Cylinders 32
Original Owner Dealer's City State Zip Code
marlow Heights m.d 20746 Automatic Tran
Transmission Type Automatic Antilock Brakes Powertrain Cruise Control
Vehicle Component Code 063100 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION
Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 29-DEC-2003
12-1-03
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: DOTM18ABC036) Original Equipment Failure Location: _____
 Prior Repair
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).

WHILE DRIVING AT ANY SPEED CONSUMER SMELLED A BURNING ODOR COMING THROUGH THE VENTS OF THE VEHICLE. CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP FOR INSPECTION. HOWEVER, THE MECHANIC WAS NOT ABLE TO DUPLICATE THE PROBLEM. *AK
I've never ran over any plastic bags. It was about two weeks after I purchase the car I started to smell the burning from the front of the car everytime I would drive the car went back to dealer 3 times within 3 month of ownership with the same burning smelling, was told that plastic bag was the burning smelling all 3 times. to this day I still smelling burning when I driving my car 1997 Auroora.

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.

KOONS

PONTIAC - BUICK - GMC - VOLKSWAGON - MAZDA

7733

Customer #:			VIN#		SAC:
Name (last, first)			Del Date		Mileage
Street Address:			Make		M
City	State	Zip Code	Year (2 digits)		
Home Phone		Business Phone		Color	
			Ext. Warr. Info		

Comments:

V 4107626

A	Smell of something burning
B	
C	Drivers door not closing all the way air & water coming on
D	
E	
F	Security lite on @ times & cannot start veh.
G	



Walt

CUSTOMER'S RIGHTS

1. Customer wants replaced parts if not returnable under warranty.
2. Do you want a written estimate, if it exceeds \$50.00.
3. Customer agrees that we may charge not more than 10% of the cost of the written estimate without his consent.
4. Customer consent for additional repairs.

yes	no
yes	no
yes	no
yes	no

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other causes beyond your control or for any delay caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs therefor.

Shop material & token charge equivalent to 10% of labor charge is included for materials used on your vehicle applicable supply items are nuts, bolts, washers, pins, aerosprays, solvent, rags, towels, battery cleaners, etc.

THERE WILL BE A MINIMUM INSPECTION FEE OF \$75.00 FOR THE PURPOSES OF ESTIMATES AND DIAGNOSTICS.

NOTE: Drivability Diagnosis: \$75.00

NO VEHICLES RELEASED AFTER 6:00 UNLESS PRIOR ARRANGEMENTS MADE

KOONS AUTOMOTIVE IS NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN CARS.

CUSTOMER SIGNATURE: _____

KOONS AUTOMOTIVE DOES NOT PROVIDE LOANER CARS.

WEATHER STRIP 144⁰⁰ 1.0
S.O.P. ONLY

~~ADJUST DOOR~~ ~~5~~

PLASTIC BAG MELTED TO EXHAUST PIPE - CLEAN BAG OFF N/C

SCAN TEST - HAS HISTORY SECURITY CODE - WE HAVE NO SERVICE MANUALS FOR 97 AND OLDER OLDSMOBILES - CAR IS OPERATING NORMALLY AT THIS TIME - IF PROBLEM CONTINUES SEE OLDSMOBILE DEALER 1.0

26050290 CYLINDER 155.00
②26038359 * KEYS 54.00 EACH X2

**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).**