



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 100222

Date Received

Repository ☐

28 AUG 2004
01-SEP-2004

Reference No.
10090198

OWNER INFORMATION (Type or Print)

Name

Address

City CHEEKTOWAGA

State NY

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 answer or address to the vehicle manufacturer.
Signature of Owner Date 9/17/04

VEHICLE INFORMATION

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

1G3NF12E41C1

Make OLDSMOBILE

Model ALERO

Model Year 2001

Date Purchased

Dealer's Name and Telephone Number
GLEN CAMPBELL 716-832-5110

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner ☒

Dealer's City
WILLIAMSVILLE

State NY

Zip Code
14221

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

AUTOMATIC

☒ Cruise Control

FRONT WHEEL DRIVE

199000 TIRES:PRESSURE MONITORING AND REGULATING SYSTEMS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

27-AUG-2004

Failure Mileage

48842

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
GOODYEAR

Tire Model (Name or Number)
EAGLE

Tire Size (Example P215/65R15)
P225-90-18

DOT No. (Example: DOTM18ABC038)

☒ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

199000 TIRES:PRESSURE MONITORING AND REGULATING SYSTEMS

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 TIRES ARE DEFECTIVE. THE TIRE PRESSURE WILL NOT SUSTAIN. THE TIRE PRESSURE LIGHT STAYS ON, AND THEY HAVE TO HAVE AIR PUT IN DAILY. DEALER REFUSED TO COOPERATE. *AK

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.

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

Low tire pressure light goes on every other day. All it did was 5 to 7 psi each time. I've had this problem since 8, or so, only not as frequent then. Previous service rep told me it was typical of aluminum wheels. Every time I took it to the dealer for an oil change or other work, I'd fill the tires first because the dealer is 20 mi from home. They never documented my complaint because I'd think about it for oil change covered check tire pressure. On 8-27-04 I made an appt. specifically for the problem + was told by Andrew Whittle (prev. rep) that it was not covered under my 3 yr extended warranty, and I had no documentation of previous complaints or how going to your huffer which is close to home and my complaints were documented. They said the problem is the wheels are breaking the seal on the tires, I checked the warranty + wheels or rims are not on the list of non-covered parts so they should be covered. At 700 I won't help me. Dealer won't cooperate. Andrew Whittle said he won't spend any more time talking to me about it. He was rude + abrasive. 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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 79178 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/questionnaire>

DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

Vehicle Identification No.

Plan No.

1G3NF12B411

609650442

MAJOR GUARD

60/60

\$0 DED

Your Plan expires at the expiration date or the expiration mileage noted on your Coverage Agreement

Welcome and thanks for selecting the GM Protection Plan.

As a valued customer, you have chosen to put your trust in us. And like trusted friends, our goal is to be there for you when you need us most. Your Plan will expire 02/12/2006 or at 60,000 miles, whichever occurs first.

This booklet is your GM Protection Plan Agreement. Please spend a moment reviewing the agreement to ensure the following items are identified:

- ✓ Name and Address
- ✓ Vehicle Identification Number (VIN)
- ✓ Deductible (if any)
- ✓ Time/Mileage length of your plan
- ✓ Expiration date and expiration miles of your plan

If any of the above information appears incorrectly, or if you have any questions regarding your coverage, please call us at 1-800-631-5390, Monday - Friday, 8:00 a.m. - 5:00 p.m. local time.

Sincerely,

GM Protection Plan

GENERAL MOTORS PROTECTION PLAN

P.O. Box 6855
Chicago, Illinois 60680-6855
(800) 631-5590

Florida License No: 60027

MAJOR GUARD COVERAGE

60 Months or 60,000 Miles

AGREEMENT HOLDER:

AGREEMENT
REFERENCE NUMBER:

809650442

CHEEKTOWAGA, NY

COVERED VEHICLE NUMBER: 1G3NF12B41

Agreement Expiration Date:	Agreement Expiration Mileage:	Agreement Deductible:
02/12/2006	60,000	0

COVERAGE STARTS ON THE DATE YOU PURCHASE THIS
AGREEMENT AND ENDS ON February 12, 2006 OR AT
60,000 MILES, WHICHEVER OCCURS FIRST.

This Agreement is between the Agreement Holder identified above
("YOU" or "YOUR") and the Provider, General Motors Corporation
("WE," "US," and "OUR"), and includes the terms of YOUR
Contract Registration.

Meets Your Needs

Choose the Major Guard term that is best for your situation. Coverage is offered based on years of anticipated ownership and annual mileage driven. Deductible choices are available from \$0 to \$200, meaning you can limit or virtually eliminate unanticipated out-of-pocket expenses for covered repairs.

Major Guard can be purchased at any time during the new vehicle limited warranty period, but the earlier you buy, the better the value. If a vehicle is out-of-warranty when it is purchased, Major Guard can only be bought at the time of vehicle purchase. You can even make Major Guard part of your monthly payment.

Repair paperwork is gone too, because everything is taken care of by your GM dealer.

You may also enhance your vehicle's value because if you sell your vehicle, Major Guard can be transferred to the new owner for a small administrative fee.

With Major Guard, your vehicle is protected. Regardless of the term you select, Major Guard will give you peace of mind for the long run.

Component Coverage

■ Covered Parts

It's as simple as this: If it's not on the very short list of what's not covered, it's covered!

For years, millions of Major Guard customers have known that, "From the engine to the trunk lock, if a part breaks — *even if it results from wear and tear*" — and it's not on the list of the few items not covered, Major Guard will pay for the repair less any applicable deductible — *whatever the part!*"

■ Non-Covered Parts

- | | |
|--|----------------------------|
| • Maintenance services and parts (refer to coverage agreement) | • Air and water leaks |
| • Glass | • Wind noise |
| • Lenses | • Odors |
| • Sealed beams | • Weather strips |
| • Light bulbs | • Squeaks |
| • Tires | • Rattles |
| • Components not installed by the vehicle manufacturer | • Paint |
| • Bumpers | • Rust |
| • Sheet metal | • Carburetor |
| • Body panels and parts | • Contaminated fuel system |
| • Carpet | • Exhaust system |
| • Hinges | • Catalytic converter |
| • Trim | • Brake drums/rotors |
| • Upholstery | • Brake pads/shoes |
| • Convertible or vinyl tops | • Shock absorbers |
| • Moldings or bright metal | • Batteries |
| | • Spark plugs and wires |
| | • Manual clutch disc |

EVERY OTHER PART IS COVERED!



Major Guard

Premium service coverage for your vehicle.

 **Protection Plan**

CUSTOMER NAME

SERIAL NO. 1G3NF12E41

R.O. NO. 182122 1 RO.DATE 10/17/2001 2 DEPT (S,B,P) S SERVICE
[8 OF 16] [3 OF 3] 3 MILEAGE 6512 4 ADVISOR NO. 538

5 OPERATION NO. 04CVZNY0201 OP. DESC. STATE INSPECTION

6 SALE TYPE (C/W/I) C TECH.NO(S). 594

7 COMPLAINT INSPECTION IS DUE IN FEB

8 CAUSE

9 CORRECTION

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.

12 CAMPAIGN NO. CAMPAIGN DESC.

=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

CUSTOMER NAME

SERIAL NO. 1G3NF12E4:

R.O. NO. 190035 1 RO.DATE 02/15/2002 2 DEPT (S,B,P) S SERVICE
[4 OF 16] [1 OF 2] 3 MILEAGE 10702 4 ADVISOR NO. 538

5 OPERATION NO. 01CVZLOF OP. DESC. *LUBE OIL FILTER
6 SALE TYPE (C/W/I) C TECH.NO(S). 604
7 COMPLAINT CUSTOMER REQUESTS MR GOODWRENCH QUICK LUBE PLUS & TEN POINT
CHECK
8 CAUSE CHANGE OIL & FILTER LUBRICATE CHASSIS AND HINGES
CHECK AIR FILTER, DRIVE BELTS, HOSES, TIRE PRESSURE
9 CORRECTION WINDSHIELD WASHER FLUID, BRAKE FLUID, POWER STEERING FLUID,
DIFFERENTIAL FLUID, TRANSMISSION OR TRANSAXLE FLUID

0 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

1 CAMPAIGN NO. CAMPAIGN DESC.
2 CAMPAIGN NO. CAMPAIGN DESC.

=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB) J2

CUSTOMER NAME

SERIAL NO. 1G3NF12E41

R.O. NO. 173184 1 RO.DATE 06/21/2001 2 DEPT (S,B,P) S SERVICE
[11 OF 16] [1 OF 2] 3 MILEAGE 3216 4 ADVISOR NO. 538

5 OPERATION NO. 01CVZLOF OP. DESC. *LUBE OIL FILTER
6 SALE TYPE (C/W/I) I TECH.NO(S). 594
7 COMPLAINT CUSTOMER REQUESTS MR GOODWRENCH QUICK LUBE PLUS & TEN POINT
CHECK
8 CAUSE CHANGE OIL & FILTER LUBRICATE CHASSIS AND HINGES
CHECK AIR FILTER, DRIVE BELTS, HOSES, TIRE PRESSURE
9 CORRECTION WINDSHIELD WASHER FLUID, BRAKE FLUID, POWER STEERING FLUID,
DIFFERENTIAL FLUID, TRANSMISSION OR TRANSAXLE FLUID

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1-COMMENTS) (2-RECOMMENDATIONS) (3-CCC SCREEN) (E-ENTER) (JOB#) (TAB)

CUSTOMER NAME

SERIAL NO. 1G3NF12E41

R.O. NO. 182122 1 RO.DATE 10/17/2001 2 DEPT (S,B,P) S SERVICE
[8 OF 16] [2 OF 3] 3 MILEAGE 6512 4 ADVISOR NO. 538

5 OPERATION NO. 01CVZROT OP. DESC. *TIRE ROTATION

6 SALE TYPE (C/W/I) C TECH.NO(S). 594

7 COMPLAINT CUSTOMER REQUESTS TIRE ROTATION

8 CAUSE TO PREVENT UNNECESSARY TIRE WEAR

9 CORRECTION ROTATE TIRES

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.

12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

CUSTOMER NAME

SERIAL NO. 1G3NF12E41

R.O. NO. 201582 1 RO.DATE 08/01/2002 2 DEPT (S,B,P) S SERVICE
[3 OF 16] [2 OF 3] 3 MILEAGE 17979 4 ADVISOR NO. 538

5 OPERATION NO. 38CVZ OP. DESC. ACCESSORIES
6 SALE TYPE (C/W/I) W TECH.NO(S). 457
7 COMPLAINT CUSTOMER STATES INTERMITTANTLY KEY GETS STUCK IN IGNITION
HAS TO PLAY WITH GEAR SHIFT TO GET KEY OUT
8 CAUSE IGNITION LOCK CYLINDER IS BINDING
9 CORRECTION REPALCE CYLINDER

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
201582 E7200

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB) J

CUSTOMER NAME

SERIAL NO. 1G3NF12E41

R.O. NO. 226028 1 RO.DATE 07/31/2003 2 DEPT (S,B,P) S SERVICE
[2 OF 16] [3 OF 3] 3 MILEAGE 31712 4 ADVISOR NO. 992

5 OPERATION NO. 42CVZ OP. DESC. WINDOWS
6 SALE TYPE (C/W/I) W TECH.NO(S). 597
7 COMPLAINT CUSTOMER STATES DRIVER WINDOW HAS A WATER LEAK
8 CAUSE LT POWER WINDOW WONT SEAL
WINDOW REGULATOR BROKE
9 CORRECTION REPLACE REGULATOR AND SASH

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
226028 C0183

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

CUSTOMER NAME

SERIAL NO. 1G3NF12E41

R.O. NO. 226028 1 RO.DATE 07/31/2003 2 DEPT (S,B,P) S SERVICE
[2 OF 16] [2 OF 3] 3 MILEAGE 31712 4 ADVISOR NO. 992

5 OPERATION NO. 22CVZ OP. DESC. LIGHT DRIVEABILITY
6 SALE TYPE (C/W/I) W TECH.NO(S). 597
7 COMPLAINT CUSTOMER STATES THERE IS A SQUISHING SOUND WHEN IGNITION IS
FIRST TURNED ON
8 CAUSE
9 CORRECTION SEE JOB 1

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

CUSTOMER NAME

SERIAL NO. 1G3NF12E41

R.O. NO. 226028 1 RO.DATE 07/31/2003 2 DEPT (S,B,P) S SERVICE
[2 OF 16] [1 OF 3] 3 MILEAGE 31712 4 ADVISOR NO. 992

5 OPERATION NO. 20CVZ OP. DESC. ENGINE COOLING

6 SALE TYPE (C/W/I) W TECH.NO(S). 597

7 COMPLAINT CUSTOMER STATES COOLANT LIGHT COMES ON

8 CAUSE INTAKE GASKET LEAKS

9 CORRECTION REPLACE GASKET

10 WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	226028	J0259		

11 CAMPAIGN NO. CAMPAIGN DESC.

12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

CUSTOMER NAME

SERIAL NO. 1G3NF12E41

R.O. NO. 239804 1 RO.DATE 03/05/2004 2 DEPT (S,B,P) S SERVICE
[1 OF 16] [1 OF 2] 3 MILEAGE 38915 4 ADVISOR NO. 992

5 OPERATION NO. 34CVZ03043 OP. DESC. TURNSIGNAL/HAZARD
6 SALE TYPE (C/W/I) W TECH.NO(S). 594
7 COMPLAINT CAMPAIGN 03043

8 CAUSE SOLDER JOINTS IN THE HAZARD WARNING FLASHER SWITCH MAY CRACK

9 CORRECTION REPLACE HAZARD WARNING FLASHER SWITCH

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
239804 V1051

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1-COMMENTS) (2-RECOMMENDATIONS) (3-CCC SCREEN) (E-ENTER) (JOB#) (TAB)

CUSTOMER NAME

SERIAL NO. 1G3NF12E41

R.O. NO. 184664 1 RO.DATE 11/16/2001 2 DEPT (S,B,P) B BODY SHOP
[7 OF 16] [1 OF 1] 3 MILEAGE 7703 4 ADVISOR NO. 518

5 OPERATION NO. 61CVZ OP. DESC. BODYSHOP

6 SALE TYPE (C/W/I) W TECH.NO(S). 915 385

7 COMPLAINT CUSTOMER STATES LEFT FRONT DOOR BODYSIDE MLDG. FALLING OFF.

8 CAUSE POOR ADHESION.

9 CORRECTION R&R LEFT DOOR MLDG. PAINT TO MATCH!!!
ON-2W- B7876 1.0 24.05 MAT.

10 WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	184664	B7876		

11 CAMPAIGN NO. CAMPAIGN DESC.

12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (B=ENTER) (JOB#) (TAB)

**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).**