



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 252

Date Received

Repository ☐

03-NOV-2004

Reference No.
10099350

OWNER INFORMATION (Type or Print)

Name

Address

City CLEVELAND

State OH

Zip Code

Daytime Telephone Number

E-mail Address

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 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G3CX53L0F

Make
OLDSMOBILE

Model
REGENCY

Model Year
1993

Date Purchased
4-16-2001

Dealer's Name and Telephone Number
TIM LALLY 440-232-2000

Engine:
No. Cylinders

Fuel Type:
Gas

Original Owner
☒ NO

Dealer's City
BEDFORD, OH 44146

State
OH

Zip Code
44146

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-NOV-2004
16 APR 2001

Failure Mileage

Failure Speed

LOCKED POWER STEERING &
LOCKED BRAKES

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R16)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☒ Yes ☐ No

2

0

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).

TRANSMISSION DOWN SHIFTED WHILE APPLIED. A CLANKING NOISE WAS HEARD COMING FROM THE FRONT, AND VEHICLE STALLED. CONSUMER WAS UNABLE TO RESTART VEHICLE, AND IT WAS TOWED TO THE DEALER FOR INSPECTION. MECHANIC WAS UNABLE TO DUPLICATE THE PROBLEM. *AT

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)

Enclosed please find copies

- 1) Motor Vehicle Purchase Contract w/ Transaction info, showing price in full
- 2) Sagamore Hills Police Report
- 3) Walton Hills Police Dept. pictures
- 4) Odometer Disclosure Statement
- 5) Picture as appeared in the Northfield Paper
- 6) Attip copy of my ltr dtd. 7/31/2001 sent to Mr. Kahn, Kruse & Gillingham w/ information re: recall. As of this date HMC still to admit that they need a recall.
- 7) See pg 1 & 2 "Select. Activity Report" as reported to me back 5/15/2001 by Mike Kruse of National Wild #1-877-233-2626 est. 5736-4 & related to Mr. Kahn on 5/24/2001 & late in my ltr of 7/31/2001 sent certified mail & signed for by Mr. MaIntyre

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 73173 WASHINGTON, D.C.

- 8) Dr. Maxine ltr. dtd. 11/18/2004

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216

- 9) Wall Street Journal's 2 pg. ltr. dtd 7/7/2004 & my ltr

- 10) The Plain Dealer misc. articles.



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/online



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4235

[REDACTED]
Maple Hts., OH
[REDACTED]

March 11, 2005

U.S. Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NVS-216
400 - 7th Street S.W.
Washington, DC 20590

Attn: Mr. Alberto A. Jimenez, Chief Correspondence Research Division

Dear Mr. Jimenez:

On November 3, 2004, I called the National Highway Traffic Safety Administration hotline at 1-800-424-9393. I spoke to Carol and reported both GMC and Tim Lally Chevrolet.

Because of the lawyers procrastinating, and still being in litigation after almost four years, I have decided to send all the enclosed paperwork upon your request. (See your form filled in accordingly).

Please know even if Nationwide, my husband's insurance company, sent computer copies of the "1996 Recall Notice" to Tim Lally, and Nationwide is willing to testify accordingly in court and substantiate the above, Tim Lally refuses to admit to the above, and for some unearthly reason, even though my lawyers have sent them a copy of the "1996 Recall" from Nationwide, GMC is still contending they never sent out a recall letter. It just doesn't make any legal sense.

We are a retired senior couple on a fixed income and would like to know how we are to survive this "willful negligence" Tim Lally Chevrolet committed against us.

Before we actually signed an agreement with our attorneys, McIntyre, Kahn and Kruse Co., L.P.A. (phone 216-579-4114/fax 216-579-0605), Mr. Kahn advised we try to settle out of court.

However, after trying to reach Mr. Mike Lally through his secretary Ms. Laurie Mallnee, (cell phone 216-701-7703), everyday for approximately one and one-half months, without even a courtesy call back from his secretary. When I did finally reach Ms. Mallnee, she told me Mike advised I should talk to his attorneys. I asked why he didn't have the decency to return my phone calls personally and advise us accordingly - she did not answer that question.

Please know that my husband and I, along with our family and our family business have been dealing with Tim Lally Chevrolet for fifteen years.

Mr. Tim Lally, the father of the now owner Mike, was a respected gentleman and we catered their monthly sales meetings. Brian Lightner, our salesman, attended high school with my son Martin Archacki. Mike Lally wrestled with Marty at Chanel High School. Unfortunately, Mike's reputation regarding the business, is very tainted, unlike his father, who I mentioned above was a very honorable person.

Since my accident back in April, 2001, I have perused many newspaper articles, as well as a report in the "Wall Street Journal" titled "Product Recalls Fail to Reach Consumers Ears", which, by the way, I am going to be in touch with the journalist, Daniel Nasaw, who wrote the article (Eastern Edition, New York, NY, July 7, 2004, pg D7). Please find enclosed a copy of the above-mentioned article.

I will be sending all information pertaining to what transpired between Tim Lally and myself and husband, as well as what transpires between Mr. Nasaw of the Wall Street Journal.

I'm also enclosing various newspaper articles pertaining to mishaps and information regarding Auto Insight, consumer-lending act in a car dealer case, etc.

One point is clear; I have been thoroughly educated regarding the automobile industry. I'm probably not quoting this statement correctly, but I just recently heard of a "Consumer Protection Buy Back Guarantee". If within one year the car has serious malfunctions, the ~~dealer~~ ^{company} will buy back the auto at full purchase price. Regarding the above and my pictures of my '98 Olds, after not only four days of ownership, do you think the dealer would really buy back my car?

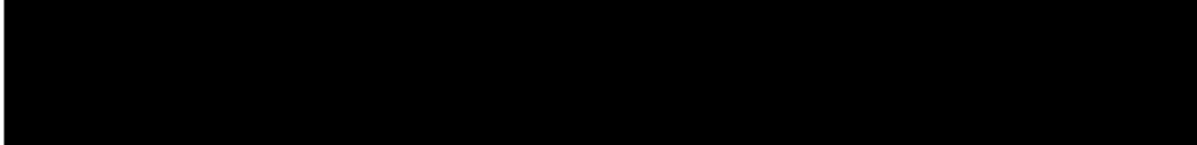
There have been so many ill advised and misconstrued statements of all parties involved concerning the legalities of our case. It's as if we are just insignificant people trying to survive, not only money wise, but health-wise, in the four years after my accident.

I just wonder how many thousands of people have been in my predicament and just because of money and/or health reasons decided to give up. Because we have been treated like insignificant citizens, I feel I must inform you, as well as the "Wall Street Journal" and anybody else who might listen how especially the used car dealer is duping us.

I must apologize for this lengthy letter, but for you to realize all the facts involved in our case, I had no choice.

Awaiting your immediate attention and consideration of all information herein, I remain,

Respectfully yours,



cc: Mr. Scott Kahn, Atty.
Mr. Daniel Nasaw - Wall Street Journal

Sagamore Hills Police Department

11661 Valley View Road
Sagamore Hills, Ohio 44067
INCIDENT REPORT

1. CR. 01-2548		2. CRIM. NOW CRIM. ☐		3. WHEN REPORTED 04/19/01 1652							
4. TYPE OF INCIDENT FIRE-VEHICLE		5. CRIM. OR CIVIL		6. FROM DATE 04-19-01		7. TIME 1556		8. TO DATE 04-19-01		9. TIME 1652	
12. LOCATION OF OCCURRENCE SAGAMORE RD. @ MARYMAC DR. SAGAMORE HILLS		13. RPT. UNIT NO. 106		14. ASST. UNIT NO. 108		15. PROB. DESIRED YES ☐ NO ☐		16. BEATS 2			
17. ADDITIONAL INFORMATION OR CHARGES		18. ADDITIONAL CRIM		19. M.O. CLASSIFICATION							
20. VIC.		21. NAME: L/F/M/F/M		22. SEX F		23. RACE CAUC		24. DOB 05-04-32		25. AGE 69	
26. LOCAL ADDRESS		27. LOCAL PHONE		28. SSN							
29. HOME/BUSINESS ADDRESS S/A/A		30. HOME/BUSINESS PHONE S/A/A		31. OCCUPATION RETIRED							
32. MARKS, SCARS, T/T		33. HGT.		34. WGT.		35. HAIR		36. EYES		37. BLD.	
38. COMP.		39. MENTAL CONDITION		40. RADIO S.C. YES ☐ NO ☐		41. LEADS YES ☐ NO ☐		42. CLOTHING DESCRIPTION		43. POSSIBLE DESTINATION	
44. ITEM/BRAND		45. MODEL NO.		46. SERIAL		47. DESCRIPTION/DAMAGED PROPERTY		48. VALUE			
49. ITEM/BRAND		50. MODEL NO.		51. SERIAL		52. DESCRIPTION/DAMAGED PROPERTY		53. VALUE			
54. ITEM/BRAND		55. MODEL NO.		56. SERIAL		57. DESCRIPTION/DAMAGED PROPERTY		58. VALUE			
59. EXACT LOCATION OF PROPERTY ON PREMISES											
60. VEH		61. REP. NO.		62. STATE OH		63. MO/YR. EXP. UNK.		64. COLOR GREY		65. YR. MFG. 1993	
66. MAKE OLDS		67. MODEL NINETYEIGHT		68. STYLE 4DR		69. IDENTIFYING CHARACTERISTICS OR COLOR CONTR.		70. VIN. NUMBER UNK.			
71. NAME OF TOWING AGENCY INTERSTATE		72. INVENT. YES ☐ NO ☐		73. BY UNIT		74. DRIVABLE YES ☐ NO ☐		75. WRECKED YES ☐ NO ☐		76. HOLD YES ☐ NO ☐	
77. REASON FOR HOLD		78. VALUE OF STOLEN VEHICLE		79. VEHICLE REC. LOCATION, DATE, TIME		80. LEADS REMOVAL D/T					
81. P.R.		82. NAME: L/F/M/F/M S/A/A		83. SEX		84. RACE		85. DOB		86. AGE	
87. LOCAL ADDRESS		88. HOME PHONE		89. SSN		90. BUSINESS PHONE		91. OCCUPATION			
92. HOME/BUSINESS ADDRESS		93. SEX		94. RACE		95. DOB		96. AGE			
97. LOCAL ADDRESS		98. HOME PHONE		99. SSN		100. BUSINESS PHONE		101. OCCUPATION			
102. HOME/BUSINESS ADDRESS		103. BUSINESS PHONE		104. OCCUPATION							
105. NAME SUSPECT NO. 1 L/F/M/F/M		106. ADDITIONAL INFORMATION/ADDRESS/AKA		107. SEX		108. RACE		109. DOB		110. AGE	
111. HGT.		112. WGT.		113. HAIR		114. EYES		115. BLD.		116. COMP.	
117. SSN		118. IN CUSTODY YES ☐ NO ☐		119. PHONE		120. NAME SUSPECT NO. 2 L/F/M/F/M		121. ADDITIONAL INFORMATION/ADDRESS/AKA			
122. SEX		123. RACE		124. DOB		125. AGE		126. HGT.		127. WGT.	
128. HAIR		129. EYES		130. BLD.		131. COMP.		132. SSN		133. IN CUSTODY YES ☐ NO ☐	
134. PHONE		135. EVIDENCE TAGGED YES ☐ NO ☐		136. SSN		137. PERSON RELEASED TO: NAME, ADDRESS, PHONE NO.		138. BY UNIT			
139. TRADEMARK OF SUSPECT: UNUSUAL ACTIONS, FEATURES OR STATEMENTS		140. TYPE OF PREMISES ROADWAY		141. METHOD TO GAIN ENTRY		142. POINT OF ENTRY		143. POINT OF EXIT			
144. OCCUPANTS PRESENT YES ☐ NO ☐		145. FORCE YES ☐ NO ☐		146. PHOTOS TAKEN YES ☐ NO ☐		147. BY UNIT 106		148. FINGERPRINTS YES ☐ NO ☐		149. BY UNIT	
150. STATEMENTS TAKEN YES ☐ NO ☐		151. BY UNIT		152. NATURE OF VICTIM'S INJURY		153. WHERE HOSPITALIZED		154. TYPE WEAPON/INSTRUMENT USED			
155. NARRATIVE P.R. STATES A PASSING MOTORIST STOPPED HER TO ADVISE HER THAT HER CAR WAS ON FIRE. P.R. SAID HER & A FRIEND EXITED THE VEHICLE & THE CAR ROLLED OFF THE SIDE OF THE ROAD. VEH. BECAME FULLY INVOLVED & WAS A TOTAL LOSS. P.R. STATED THE VEH. WAS JUST PURCHASED ON 04/16/01.		156. REPORTING OFFICER B. PIEKARSKI		157. ARRESTING OFFICER		158. UNIT		159. SUPERVISOR APPROVING		160. UNIT	
161. JUVENILE CASE YES ☐ NO ☐		162. CONFIDENTIAL YES ☐ NO ☐		163. REPORT REVIEWED BY		164. UNIT 103		165. I DO HEREBY SWEAR THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.			

Transaction on
4/16/01 Chk# [REDACTED]
issued by
St. Manicas Federal
Credit Union to
Tim Lally Chevrolet
in the full amt
of \$9,807.25.

Car was paid
in full.

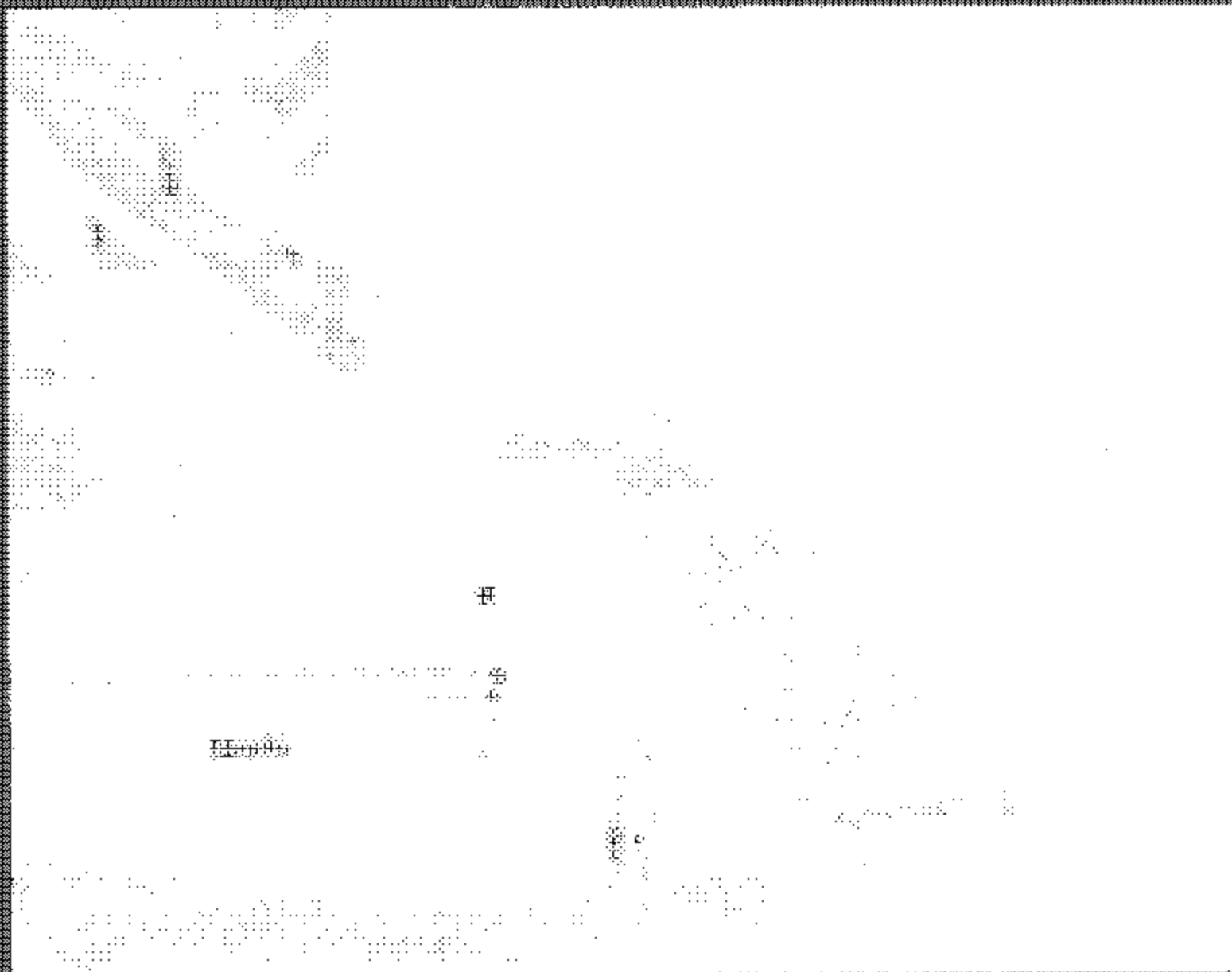
WALTON HILLS POLICE DEPARTMENT

Report Number: [REDACTED]

April 19, 2001

Vehicle Fire

Jurisdiction: Sagamore Hills



I WAS STILL IN THE CAR ^{DRIVER'S} DOOR WAS ALREADY
HOT COULD NOT OPEN FROM INSIDE - WOMAN (JOYCE)
OPENED DOOR & PULLED ME OUT ^{POINT} AS SHE
WITNESSED & RECALLED THE INCIDENT.

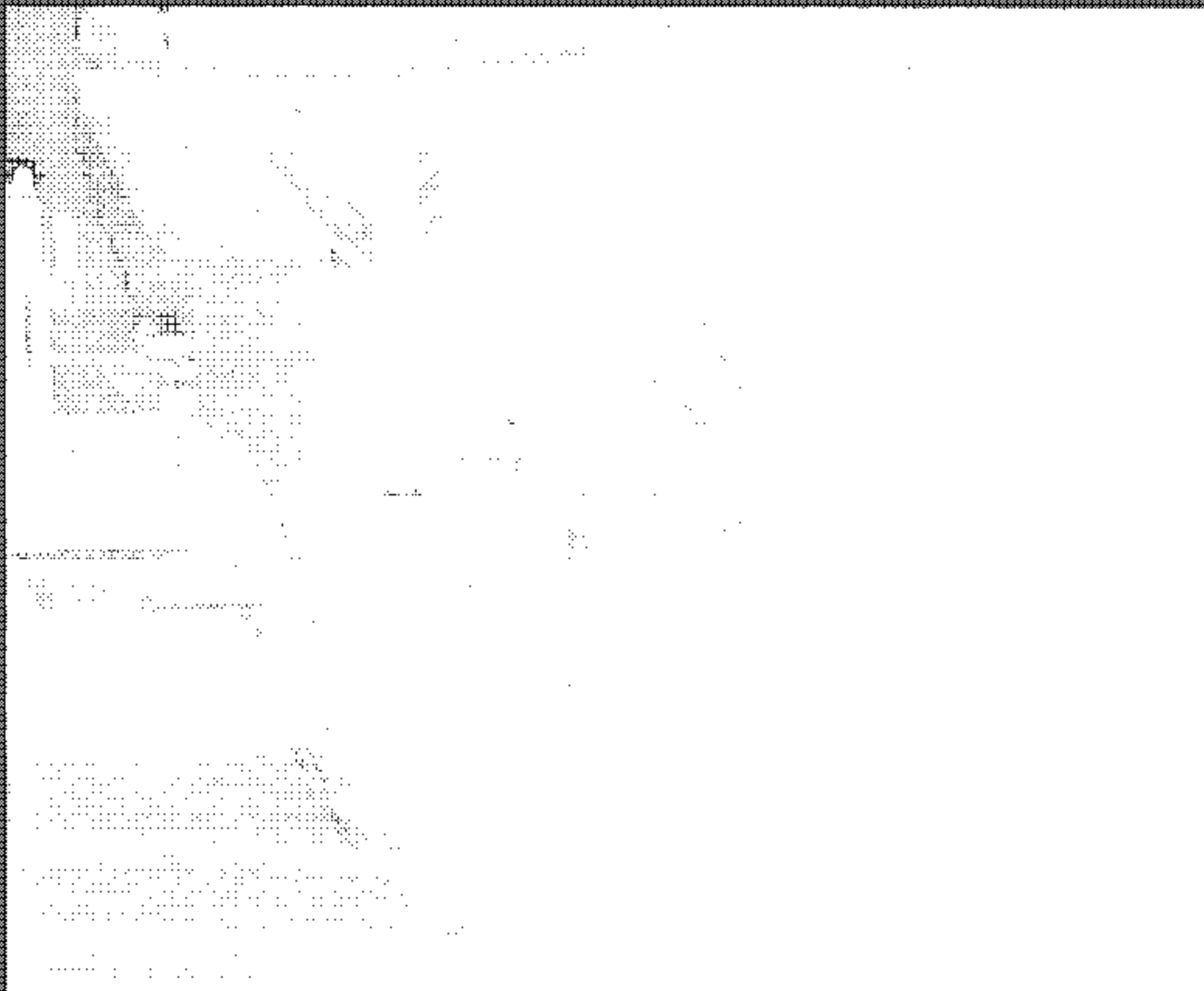
WALTON HILLS POLICE DEPARTMENT

Report Number: [REDACTED]

April 19, 2001

Vehicle Fire

Jurisdiction: Sagamore Hills



WALTON HILLS POLICE DEPARTMENT

Report Number: [REDACTED]

April 19, 2001

Vehicle Fire

Jurisdiction: Segamore Hills



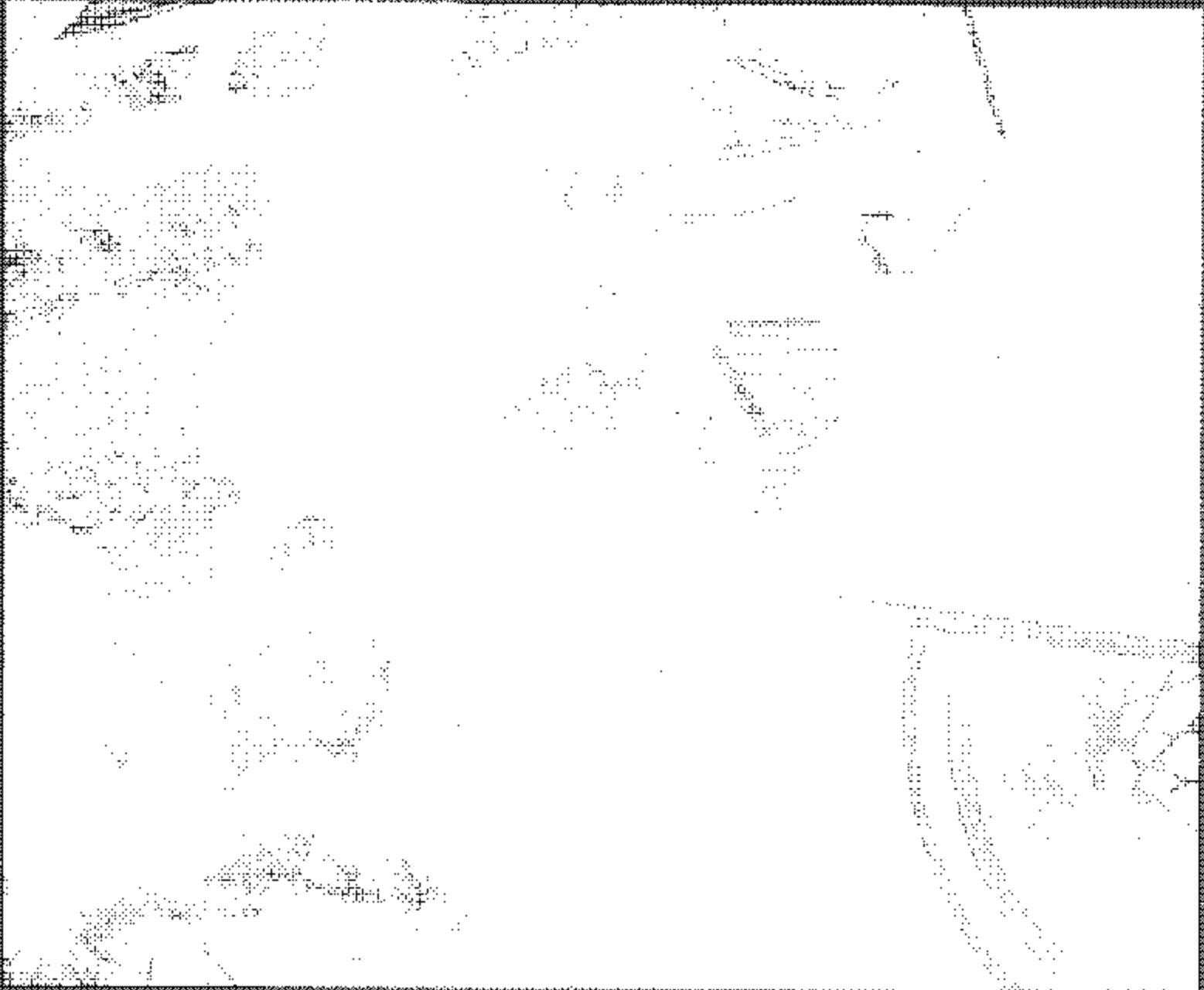
WALTON HILLS POLICE DEPARTMENT

Report Number [REDACTED]

April 19, 2001

Vehicle Fire

Jurisdiction: Sagamore Hills



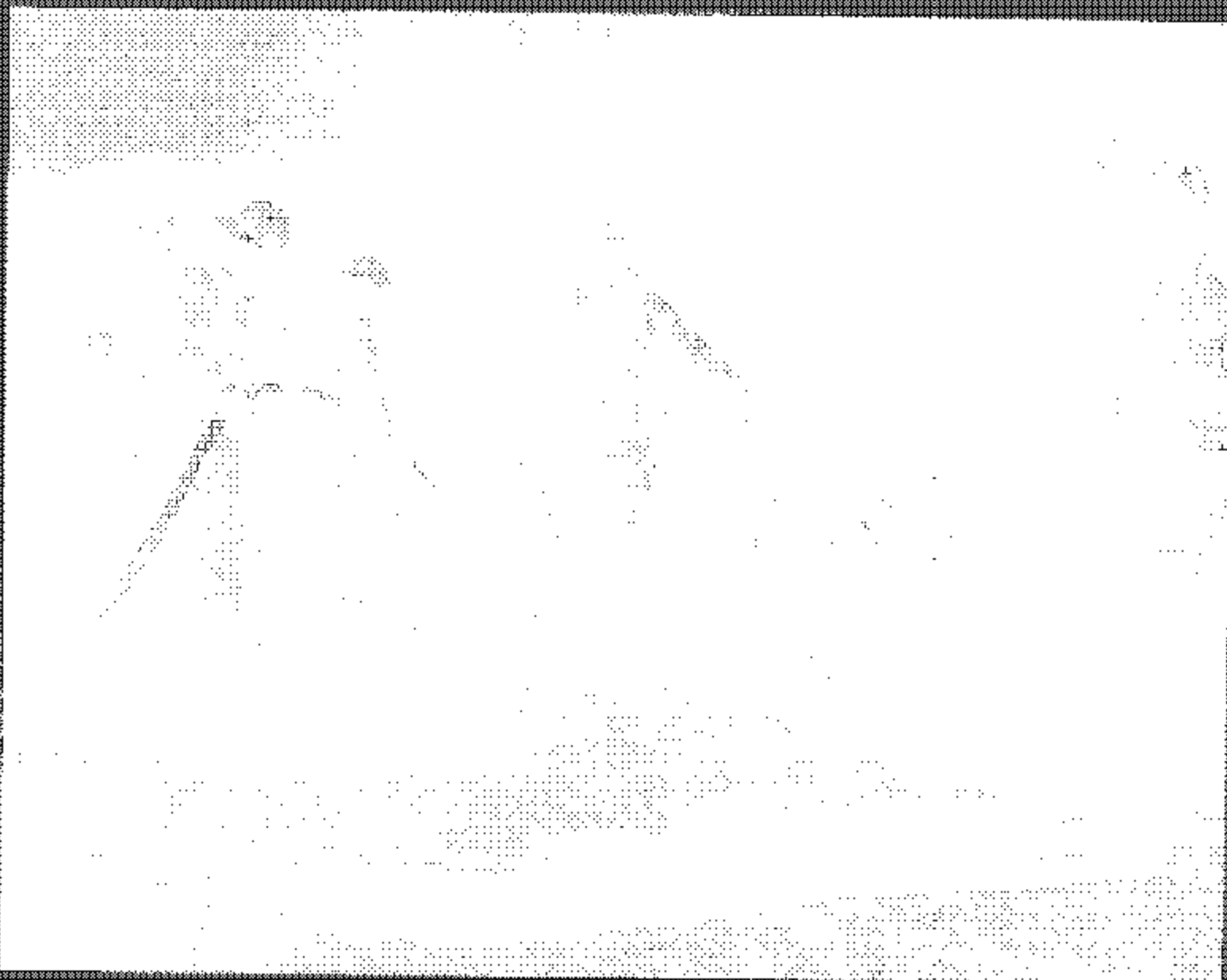
WALTON HILLS POLICE DEPARTMENT

Report Number: [REDACTED]

April 19, 2001

Vehicle Fire

Jurisdiction: Segamore Hills



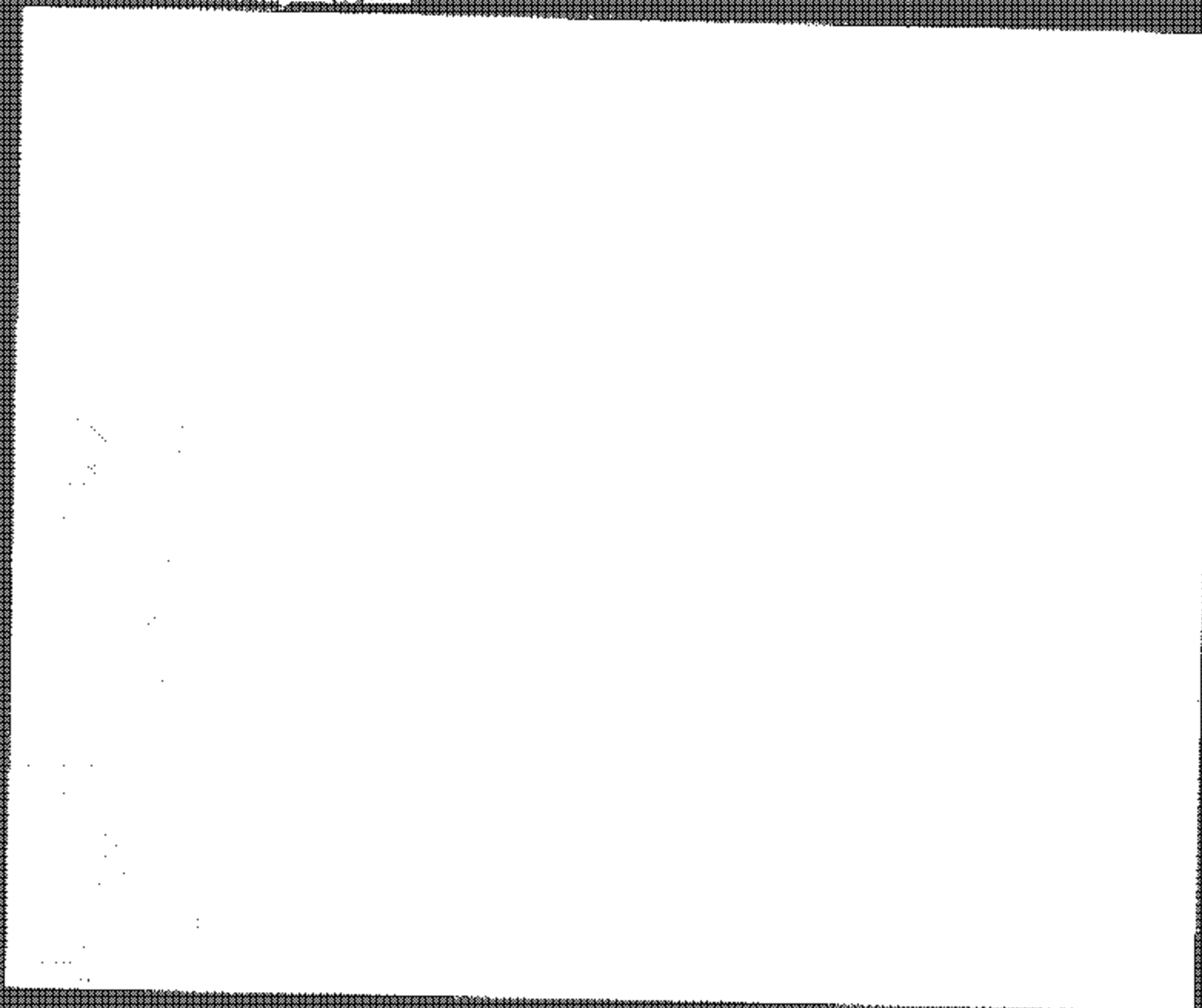
WALTON HILLS POLICE DEPARTMENT

Report Number [REDACTED]

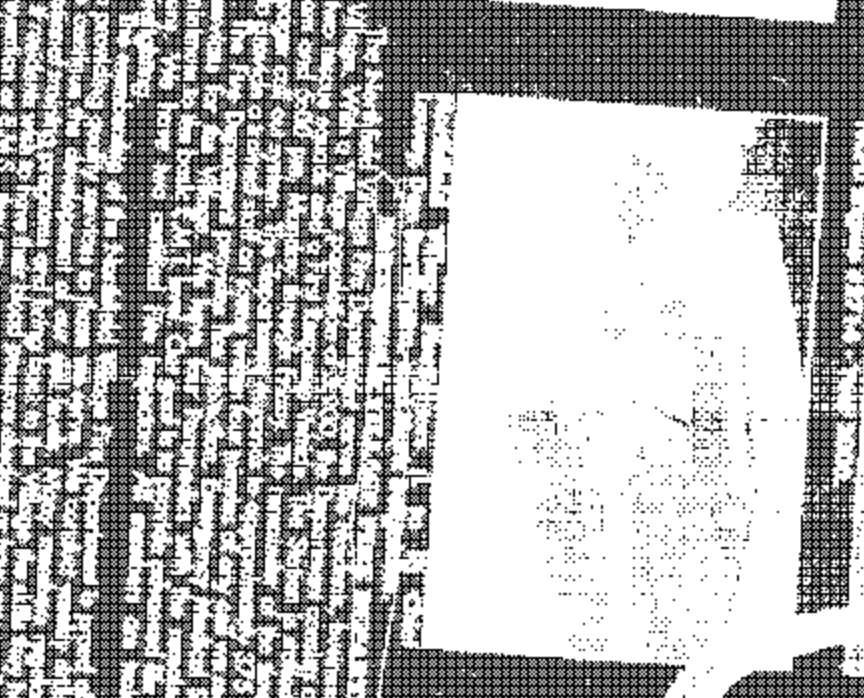
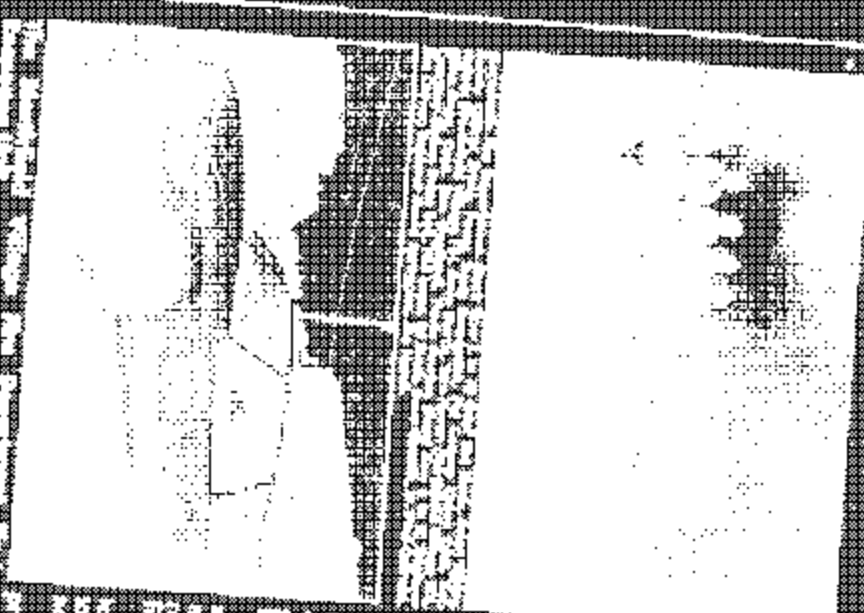
April 19, 2001

Vehicle File

Jurisdiction: Sagamore Hills



######



TEST YOUR ALARMS FOR LIFE
Your smoke alarm has the power to save your life. Or does it? If you haven't tested your smoke alarm lately, it may not be working. And that's a risk you can't afford to take. Working smoke alarms give us early warning of a fire, providing extra time to escape safely. But they can't do their job if we haven't done our monthly testing to make sure they're tested all the smoke alarm in your home. For the life of the alarm.

DO YOU HAVE THE TIME?
Can you afford to spend a few minutes each month to test the smoke alarms in your home?
Can you afford not to? Going without the protection of a working smoke alarm is a risk too dangerous to take. In a fire, you'll need extra time to get out safely, and the early warning from a smoke alarm can make the difference between surviving in a fire or dying in one.

The National Fire Protection Association (NFPA) is a leading authority on fire safety. It has been working for over 150 years to help people protect themselves and their families from fire. The NFPA's National Fire Protection Code is the standard for fire safety in the United States. The NFPA's National Fire Protection Code is the standard for fire safety in the United States. The NFPA's National Fire Protection Code is the standard for fire safety in the United States.

July 31, 2001

McIntyre, Kahn, Kruse & Gilsonbarde
Attorneys at Law
Suite 1200
The Galleria & Towers at Erievue
1301 E. 9th Street
Cleveland, Ohio 44114

Re: Personal Injury/Auto (File No. 194-4)

ATTN: Mr. [REDACTED]

Mr. [REDACTED]

Gentlemen:

Enclosed please find my signed authorization to release my medical records, which you have requested.

On another note, I would like to be advised as to why Tim Lally did not check with their computers to find out if there were any recalls on the 1993 Oldsmobile 98. I was informed by my husband's insurance company that GMC recalled the above model and year for a possible transmission line leak. However, upon showing the pictures of the damage to Frank [REDACTED], who is a certified and reputable mechanic for the [REDACTED] for 20 years, he and other mechanics strongly disagreed that the transmission line leak was the cause of such extensive fire damage. Frank advised that it would benefit me to pay the outside mechanics, even if it costs me a couple hundred dollars, to examine the car. He and the other mechanics strongly feel the damage was caused by the fire injectors or filters rupturing. Frank further advised that the [REDACTED] had installed 1/4" line which would not have been [REDACTED] for that type of body.

If the car was properly inspected as it should have been, the mechanics would have noticed white stains which would indicate water stains caused by a pin hole leak which would have indicated the car was dangerous and an accident waiting to happen. In other words it was inevitable and could have been prevented with proper inspection prior to sale. [REDACTED] stated that he would be willing to fly from Las Vegas to testify to the above statement. His full name and address is as follows:

[REDACTED]
North Las Vegas, Nevada

Phone [REDACTED]

Additionally, after meeting for supper with my friend [REDACTED] and showing her the pictures of my accident, she was stunned by what she saw. She informed me that she has friends living at Macintosh Estates that own a 1992 Regency 98 and are having many major problems with it. They have a close friend, who is a mechanic working from his home who was familiar with the 98 Regency and their problems. I have their name and number but must call them for the name of their mechanic in order to get permission to use it.

A Diversion of the (mfg) of the 1993 (98 Olds) because they could not eliminate the possibility of the

SEE BACK OF THIS CC LTR. FOR PROOF OF DEL'Y TO MY ATTY'S.

UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •



MAPLE HTS, OH, [REDACTED]

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to: ✓

A. Received by (Please Print Clearly)

B. Date of Delivery

8-2

C. Signature

X

D. Is delivery address different from item 1?

Agent

Address

Yes

No

3. Service Type

☒ Certified Mail

☐ Address Mail

☐ Registered

☐ Return Receipt for Merchandise

☐ Insured Mail

☐ odd

2. Article Number
(Transfer from service label)

PS Form 3811, March 2001

100-01-15-1024

Select Activity Log

ref #7

Claim Key: [REDACTED]
Policyholder: [REDACTED]
Claimant: N/A

Requester: [REDACTED]
Print Date: November 3, 2004
Print Time: 1:30 PM

Date: 2001-05-08 Time: 10:34:04
Creator: ARNETTK
Assignee: ARNETTK
Cor:
Claimant:

RECALLS...

Office of Defect Investigation
Recall Database

Call the Auto Safety Hotline toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: May 8, 2001 10:37:06 AM

NHTSA CAMPAIGN ID Number: 96V015000

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC:COOLING UNIT AND LINES

Manufacturer: GENERAL MOTORS CORP.

Mfg. Campaign #: 95-C-68

Year: 1993

Make: OLDSMOBILE

Model: 98

Potential Number of Units Affected: 585182

Manufactured From: To:

Year of Recall: '96

Type of Report: Vehicle

Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES MANUFACTURED FROM AUGUST 1991 THROUGH JULY 1993. THE TRANSMISSION OIL COOLER LINE CAN SEPARATE WHEN THE VEHICLE IS OPERATED IN LOW TEMPERATURES IN COMBINATION WITH HIGH TRANSMISSION LOADS.

VEHICLE FIRES CAN OCCUR DUE TO THE SPILLAGE OF TRANSMISSION FLUID.

DEALERS WILL REPLACE THE TRANSMISSION OIL COOLER LINES.

SYSTEM: POWER TRAIN; TRANSMISSION; AUTOMATIC; COOLING UNIT AND LINES.

VEHICLE DESCRIPTION: PASSENGER MINI-VANS WITH 1.6L ENGINE AND 4-SPEED AUTOMATIC TRANSMISSIONS AND PASSENGER VEHICLES WITH L27 OR L67 ENGINE AND 4T60E AUTOMATIC

Wednesday, November 03, 2004 1:30 PM



ORTHOPEDIC ASSOCIATES OF NORTHERN OHIO, INC.

21000 Miles Parkway
Cleveland, Ohio 44128

216.475.BONE (2663) • 877.689.BONE (2663)

November 18, 2004

SOUTHPOINTE

RE: [REDACTED]

DOS: 11/08/2004

Dear To Whom It May Concern:

Mary has been my patient for many years. As you know, she was involved in a motor vehicle accident on April 19, 2001. I first saw her back in May 2001 soon after the accident. My impression at that time was sprain/strain of her left shoulder, left olecranon bursitis and bilateral knee sprains, including sprain with a total knee replacement that had been performed in 2000. She also complained of medial thigh pain and clicking in her hip since the auto accident. I continue to treat her for these on and off since that time.

I can say with certain medical probability that all of these were a direct result of her motor vehicle accident and can say with certain medical probability that these may continue to bother her in the near future.

Warm Regards,

Richard R. Masin

Report electronically stamped

Richard R. Masin, D.O.
Orthopedic Surgeon

RRM:p100
DD: 11/08/2004
DT: 11/18/2004
Audio #: 117644 02:35

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[REDACTED]
Maple Hts., OH
[REDACTED]

March 11, 2005

Mr. Daniel Nasaw
Wall Street Journal
Eastern Edition

Dear Mr. Nasaw,

I'm writing you pursuant to your "article" in the July 7, 2004 (Eastern Edition) of the Wall Street Journal.

I read with interest the above article, especially the second paragraph (marked with *), because of what happened to me when I purchased a 1993 '98 Olds Regency from "Tim Lally Chevrolet", on April 16, 2001. Tim Lally ignored a serious "recall" letter sent from GMC in 1996 and the enclosed information herein will speak for itself.

We are a retired senior couple living on a fixed income, which were completely ignored by Tim Lally Chevrolet. If you'll read my letter to the "U.S. Dept. of Transportation", I won't have to reiterate the details.

It's been a long, expensive four years not only money wise but also mainly health wise. I've considered letting the matter come to a close, but I am so angry that, as per your article, so many, many consumers are not aware of some and/or all the dangers that are not being reported by the manufacturers.

How insignificant we must be as customers when we go out and in "good faith" buy a automobile and the car dealer, knowing there is a "1996 recall" regarding that particular model, lets us drive out of his lot with this dangerous car with little or no concern what might and did happen to a customer of 15 years.

I would be forever in your debt if you could publish, after litigating the information herein and copies of specific material involving my accident, so people will be more aware when they are buying products, not to be afraid to investigate and ask questions.

After fifteen personal and business dealings with Tim Lally, who would have thought this could happen to us. Consumer Beware! After perusing all information herein, I gratefully appreciate your immediate attention to the above.

Sincerely yours,
[REDACTED]

cc: Mr. Scott Kahn, Atty.
U.S. Dept. of Transportation

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Databases selected: Wall Street Journal

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THE WALL STREET JOURNAL.

Product Recalls Fail to Reach Consumers' Ears

Daniel Nasaw, *Wall Street Journal*. (Eastern edition). New York, N.Y.: Jul 7, 2004. pp. D.7

Subjects: Studies, Product recalls, Information dissemination

Classification Codes: 8800

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Abstract (Article Summary)

Many recalled products aren't returned or repaired, the study found, because consumers often aren't aware they own a faulty product. Companies are required to make a "good faith" effort to track down people who bought defective products, but that standard is negotiated case by case.

Consumer Reports rated online recall information provided by 15 manufacturers and retailers, praising toy maker Fisher-Price, a unit of Mattel Inc., El Segundo, Calif., for providing a link to information on product recalls right on its homepage. The study scolded several companies, including Lowe's Cos. and Sports Authority Inc.'s Sports Authority store for not including any recall information on their sites.

Full Text (486 words)

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While the number of consumer products recalled by manufacturers has risen sharply in recent years, a large percentage of those potentially dangerous items remain in the home or on the road, according to a Consumer Reports study.

The study found almost one-third of all recalled vehicles, more than half of toys, appliances and other household items, and three-quarters of child car seats aren't being repaired or returned to stores.

Many recalled products aren't returned or repaired, the study found, because consumers often aren't aware they own a faulty product. Companies are required to make a "good faith" effort to track down people who bought defective products, but that standard is negotiated case by case.

While it is generally easy to find owners of faulty automobiles -- making those recalls among the most effective -- manufacturers may not be able to notify the owners of smaller, problem products. Those may have changed hands, and consumers who have discarded packaging and labeling may be unaware they own a recalled product. And the study faulted companies for discouraging consumers from registering products by filling registration forms with burdensome marketing questions.

see - pg 2 - star noted pars

The study recommends consumers check government Web sites such as www.recalls.gov to keep updated on product recalls rather than expect to be notified if a product they have purchased is recalled.

Consumer Reports, a publication of Yonkers, N.Y., nonprofit Consumers Union, found that nearly 19 million vehicles were recalled in 2002 and that last year, recalls of products such as packaged food, drugs and medical devices were up nearly 24% from 1999. More than 5,000 recalls were initiated last year.

According to consumer-protection laws, makers and sellers of consumer products are obligated to notify the government when they discover a product could be dangerous. However, the study found that in the past five years, 10 companies have paid a total of \$6.9 million in fines for failing to do so.

Consumer Reports rated online recall information provided by 15 manufacturers and retailers, praising toy maker Fisher-Price, a unit of Mattel Inc., El Segundo, Calif., for providing a link to information on product recalls right on its homepage. The study scolded several companies, including Lowe's Cos. and Sports Authority Inc.'s Sports Authority store for not including any recall information on their sites.

A spokeswoman for Lowe's said the Mooresville, N.C., home-improvement chain trains its customer-service representatives and store personnel to respond to customers' recall inquiries.

Bill Brooks, senior vice president of business development at Sports Authority, based in Englewood, Colo., said that another company manages the Web site and that he would recommend they add recall information to it.

"Consumers depend on manufacturers being as vigorous in recalling a dangerous product as they were in selling it," said R. David Pittle, senior vice president for technical policy at Consumers Union, and a former commissioner of the U.S. Consumer Product Safety Commission. "The safety of the consumer depends on it."

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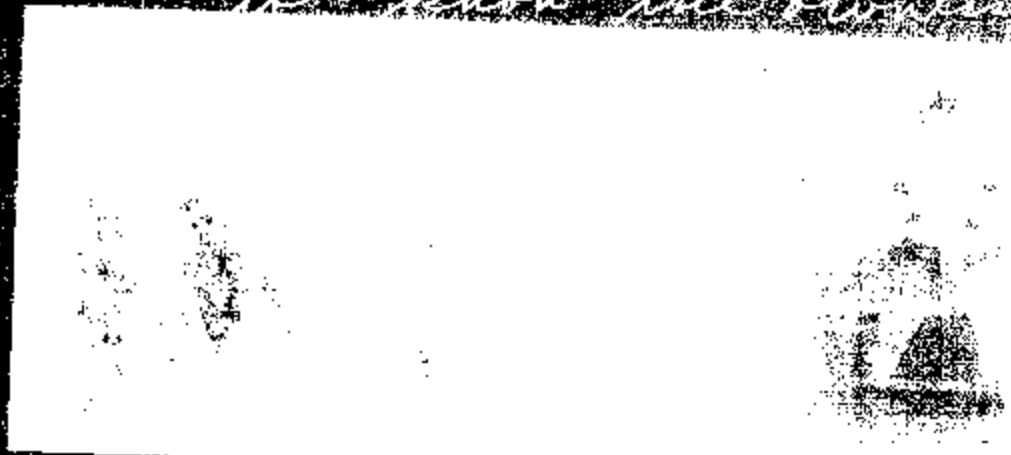
Text-only interface

From: ProQuest

METRO DIARY

In MetroCity's Adams Market, a small business is being squeezed out of business.

My first experience with a Wal-Mart store was in the Adams Market. I was there on Thursday in the Adams Market. I was there on Thursday in the Adams Market. I was there on Thursday in the Adams Market.



A Medina Township fire station in Adams Market, Ohio, was destroyed by a fire on Thursday in the Adams Market.

Consultants offer merchants advice on surviving Wal-Mart

JOHN HORTON
Platts Dealer Reporter

MIDDLEFIELD — With a Wal-Mart Supercenter bearing down on this small Geauga County town, a consortium of local merchants is launching a campaign to survive. The group is asking you to approach, or you're not going to make it.

Surviving with the retail giant requires cooperation in products, services and advertising. Kenneth Stone, a spokesman for merchants at Kent State University, who has spent years researching the chain store's impact on neighboring businesses.

"Unless you change the way you do business," Stone warned, "you risk losing your business." Stone gave a speech at a recent convention in Medina, Ohio, where he said that a 55,000-square-foot Wal-Mart supercenter is scheduled to open in the spring. He said that the store will have a large parking lot and a large building.

Local small business owners wonder how they'll survive pitted against a Wal-Mart that has taken away the nation's heart home market.

It's a worry shared by some local owners in other Medina County communities, too, including Chardon in Solon, North Medina in Lake County, Ohio, and Medina in Medina County and Wickliffe in Medina County. Stone said that the store will have a large parking lot and a large building.

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AutoInsight

Your Best Local Resource
Advertising Section

Inside track Auto giants step up to plate

As the best-selling brand in the United States, both Ford and GM are rolling out even more incentives, many of which will last until the year's end.

But it's the way they combine these incentives," says the dealer and dealer principal at Ford in Parma. "The incentives are \$1,000 more than they did at this same time last year was a pretty good bargain." The two auto giants at the recent bat of the Sox and Yankees, industry leaders.

For years Ford and GM have been in a pretty constant battle," says the dealer and dealer principal at Ford. "No far, General Motors was successful in wresting the lead from Ford, and Ford wanted to give it back."

At the end of this year, Ford sold more vehicles than any other brand has. The great grandson of Ford took over the reins of the two car company and its share of new cars fell from 23.2 percent to 22.2 percent, a drop that is the equivalent of 500,000 vehicles. Ford's incentives are expected to an average of 10 percent.

Industry insiders, Ford is the only party because it was the only one with older models like the Taurus. However, the recently rolled out

the redesigned Mustang, the Escape hybrid sport utility vehicle and the new Five Hundred sedan. And while its incentives are said to be steep, Ford is now ready to compete head-to-head with new products rather than further incentives.

In a move to secure a more market share, General Motors recently rolled out its Lock 'n Roll program, a two-year financing incentive program offered through November 30 of this year. As a part of the Lock 'n Roll program, buyers of GM products can be locked into rates on their next vehicle, offering interest-free loans for up to three years, 2.9 percent up to four years and 3.9 percent up to five years.

The move is just the latest from GM, an automaker that also introduced popular low-interest finance programs such as "Keep America Rolling" in 2001, where zero percent financing was first introduced. And the short time frame of the promotion also has a precedent within GM, which had a "72 Hour Sale" in September.

"It's right down to the wire in terms of market share," says Tony LaRiche, owner and dealer principal of Tony LaRiche Chevrolet in Worthington. His November and December will be the tale of the tape.

In addition to its new Lock 'n Roll incentive program, Chevy is also relying on new products to drive its business. The GM division is now in the middle of its American Revolution, a new product introduction program that introduces 20 new products over 20 months.

"And a lot of those new products for the floor in 2004," says LaRiche. "Two of them should be in line to help us

by the end of the year that will be the new Escalade, which is a crossover with a sport utility front end and a sedan body. There will be the new Cobalt, which will join the new 2005 Corolla. These are all in very good shape and there are very attractive prices.

It's clear that GM is hoping the combination of attractive incentives and new products will secure its position as a market share leader. The Escalade Ford will give up, even though it seems to want to compete more with new products than other incentives. The race is close, and you can expect more rounds in the election.

But the real winner is sure to be the American consumer.

While U.S. automakers waded in generous with incentives in October as they were in September, some buyers and industry insiders expect an even bigger round of deals as manufacturers try to close out the year on an upswing note.

Nationally, new vehicle sales were off slightly in October from a strong September. But October it needs work and better than many analysts predicted. They had anticipated a sharp decline after September, which was a month when sales were impacted heavily by manufacturing incentives and other deals.

Some industry analysts speculate that the reason for the decreased in manufacturer incentives in October was due, at least in part, to the arrival of new 2005 models, which generally carry smaller incentives and discounts. Despite being lower than sales in October, sales for the month nationally were up two percent over the same period a year prior.