



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 100148

Date Received: 04-MAY-2005 JUN 20 11:51:53
Repository:
Reference No.: 10118744

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: KENNESAW State: GA Zip Code: _____

Daytime Telephone Number: _____ E-mail Address: KHIOSHA@NETSCAPE.NET
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: 6/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G3GR62CX54
Make: OLDSMOBILE Model: AURORA Model Year: 1995
Date Purchased: 26-JAN-02 Dealer's Name and Telephone Number: WATSON MOTOR Engine: No: Cylinders: 8 Fuel Type: Gas
Original Owner: Dealer's City: MIDLOTHIAN State: IL Zip Code: _____
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: UNKNOWN Vehicle Component Code: 110000 ELECTRICAL SYSTEM Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 18-APR-2002 Failure Mileage: 116494 Failure Speed: 35mph
FUEL part piece that links fuel to engine failed causing "stall event"

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P216/66R15): _____
DOT No. (Example: DOTM1A9ABC038) 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(es).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 3 Number of Deaths: 0 Reported to Police: Y

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).

VEHICLE CAUGHT ON FIRE AND WAS TOTALED. THERE WAS A RECALL, BUT GM REFUSED RESPONSIBILITY. *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)

Mr. Jimenez, I have enclosed documentation regarding my complaint. Initially, I brought the fuel fire and parts failure to the attention of Oldsmobile in April of 2002. I was told it was not their responsibility. When in 2004, they recalled Auroras for this same problem I was told to re-submit my claim. I was told by Mr. Riddick and Ms. Bavelle that they admit fault, but, they refuse to give me any documentation of this situation that has existed for more than three years. I have also submitted a letter from Mrs. Bavelle explaining "why" they won't reimburse me for damages sustained.

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 73173 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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

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

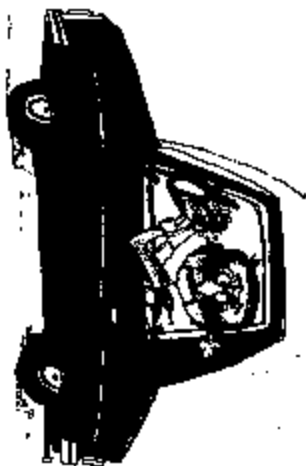
DASH2DOT

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/hotline



September 2004

Dear Oldsmobile Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in all 1995-1996 Cadillac De Ville Concours, Seville, Eldorado, 1996 Cadillac De Ville; and 1995-1997 Oldsmobile Aurora model vehicles. These vehicles have a condition in which the original equipment nylon tubing used in the fuel rail construction may degrade and crack. Additionally, the 1995 Oldsmobile Aurora uses a unique underhood fuel return line that may crack at unusually high rates. Cracking of the fuel rail or return line tubing can result in a fuel leak into the engine compartment. The operator may experience fuel odor and possibly engine stalling due to loss of fuel pressure to the engine. If this event were to occur, and if an ignition source were present, an engine compartment fire could occur.

What Will Be Done: Your Oldsmobile dealer will inspect and, if necessary, replace the engine fuel rail with a new stainless steel fuel rail. Oldsmobile dealers will also replace the chassis fuel lines on 1995 Oldsmobile Aurora model vehicles. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately one hour, and the service correction for the 1995 Oldsmobile Aurora will take an additional 50 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Oldsmobile dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Oldsmobile dealer be unable to schedule a service date within a reasonable time, you should contact the Oldsmobile Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.6537. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.6537.

If, after contacting the Oldsmobile Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4236. (202-366-9550)

888-327-4236

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) _____
- There was no transaction

Have you complained to the company or individual?
 Yes No

If yes, provide name and phone number of the individual(s):

Mike Riddick
1-800-231-1841
58756

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

| | | | | |
|--|----------------------------------|-------------------------------|--|--|
| Make: <u>Oldsmobile</u> | Model: <u>AURORA</u> | Year: <u>1995</u> | New: Yes <input type="radio"/> No <input checked="" type="radio"/> | As-is: Yes <input type="radio"/> No <input checked="" type="radio"/> |
| Warranty: Yes <input type="checkbox"/> No <input type="checkbox"/> | Name of Extended Warranty: _____ | Purchase Date: <u>1-26-02</u> | Current Mileage: <u>116</u> | Mileage at Purchase: <u>113614</u> |
| Expiration Date: _____ | | | | |

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. **PLEASE DO NOT SEND ORIGINALS.**

On April 18, 2002 while driving on Fullerton and Cicero in Chicago. My Oldsmobile Aurora caught fire. On April 26, 2002 I contacted Oldsmobile to see if there was a recall on this car from April - October 2004 we waited for an inspector to see the car located at Watson Motorsport in Midlothian, IL. After working with the inspector we need a fire report. Before we could get it Mrs. Hamm closed the fire. Sept 2004 our car was recalled and Oldsmobile agreed it was their fault.

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)
I want a replacement car

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: _____ Date: _____

- Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Return the completed form to the address at the top of this complaint form.



GMC

HUMMER

May 3, 2005

State of Illinois
Office of the Attorney General
Consumer Protection Division
Attention: Daniel Ligocki
100 West Randolph Street
Chicago, Illinois 60601

Customer:
Reference number: 2005-CONSC-00121281
Service request: 1-323799511

Dear Mr. Ligocki:

Thank you for your recent correspondence regarding [redacted] We are sorry she is dissatisfied with her 1995 Oldsmobile Aurora. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We feel our customers have the right to expect long-term, reliable performance from their Oldsmobile products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

We also notice that [redacted] chose to take her vehicle to Watson Motor Sports after vehicle was requiring storage charges at a General Motors dealership. General Motors does not represent Watson Motors Sports, nor do we have any influence over this independent company.

We again reviewed [redacted] case with our Central Office Staff and find that [redacted] has been denied for assistance and this decision remains unchanged. We believe every consideration was given and available information was carefully evaluated before this decision was reached.

If you have any further questions, please contact me at 800-231-1841 extension 57420 between 8:00 a.m. and 4:45 p.m. Eastern Standard Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

<signature:barata>

Ramona Barata
Customer Relationship Manager

LC0014-T/

General Motors Corporation
1426 Pacific Drive
Auburn Hills, MI 48326-1571

044421

RUN # 162

CHICAGO FIRE INCIDENT REPORTING SYSTEM

Fill in This Report in your own words

A 10 **REPORTING OFFICER** COBY/UNION **DATE** 5/19/82 **TIME** 11:36 **STATION** 515

B **STATION EQUIPMENT**

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--|---|--|--|--|--|--|--|--|---|---|--|---|---|--|---|--|--|---|---|---|---|---|--|--|---|---|--|---|---|--|---|--|--|
| <input checked="" type="checkbox"/> 1. Siren | <input checked="" type="checkbox"/> 2. Bell | <input checked="" type="checkbox"/> 3. Whistle | <input checked="" type="checkbox"/> 4. Air horn | <input checked="" type="checkbox"/> 5. Fire extinguisher | <input checked="" type="checkbox"/> 6. Fire hose | <input checked="" type="checkbox"/> 7. Fire nozzle | <input checked="" type="checkbox"/> 8. Fire hook | <input checked="" type="checkbox"/> 9. Fire pike | <input checked="" type="checkbox"/> 10. Fire saw | <input checked="" type="checkbox"/> 11. Fire axe | <input checked="" type="checkbox"/> 12. Fire shovel | <input checked="" type="checkbox"/> 13. Fire bucket | <input checked="" type="checkbox"/> 14. Fire wheelbarrow | <input checked="" type="checkbox"/> 15. Fire pump | <input checked="" type="checkbox"/> 16. Fire engine | <input checked="" type="checkbox"/> 17. Fire truck | <input checked="" type="checkbox"/> 18. Fire ladder | <input checked="" type="checkbox"/> 19. Fire net | <input checked="" type="checkbox"/> 20. Fire blanket | <input checked="" type="checkbox"/> 21. Fire extinguisher | <input checked="" type="checkbox"/> 22. Fire hose | <input checked="" type="checkbox"/> 23. Fire nozzle | <input checked="" type="checkbox"/> 24. Fire hook | <input checked="" type="checkbox"/> 25. Fire pike | <input checked="" type="checkbox"/> 26. Fire saw | <input checked="" type="checkbox"/> 27. Fire axe | <input checked="" type="checkbox"/> 28. Fire shovel | <input checked="" type="checkbox"/> 29. Fire bucket | <input checked="" type="checkbox"/> 30. Fire wheelbarrow | <input checked="" type="checkbox"/> 31. Fire pump | <input checked="" type="checkbox"/> 32. Fire engine | <input checked="" type="checkbox"/> 33. Fire truck | <input checked="" type="checkbox"/> 34. Fire ladder | <input checked="" type="checkbox"/> 35. Fire net | <input checked="" type="checkbox"/> 36. Fire blanket |
|--|---|--|---|--|--|--|--|--|--|--|---|---|--|---|---|--|---|--|--|---|---|---|---|---|--|--|---|---|--|---|---|--|---|--|--|

C **PROPERTY USE** Street **OCCUPATION** 762 MECHANICAL FAILURE **CAUSE** 5.1

D **ADDRESS** 1111 W. FULLERTON **CITY** CHICAGO **STATE** ILL.

E **REPORTING OFFICER** N/A **TELEPHONE** N/A **ROOM NO.** N/A

F **STREET** N/A **STREET** N/A

G **METHOD OF ALARM** 1. Siren 2. Bell 3. Whistle 4. Air horn 5. Fire extinguisher 6. Fire hose 7. Fire nozzle 8. Fire hook 9. Fire pike 10. Fire saw 11. Fire axe 12. Fire shovel 13. Fire bucket 14. Fire wheelbarrow 15. Fire pump 16. Fire engine 17. Fire truck 18. Fire ladder 19. Fire net 20. Fire blanket

H **NO FIRE SERVICE PERSONNEL RESPONDED** FIVE **NO FIRE SERVICE PERSONNEL RESPONDED** ONE **NO FIRE SERVICE PERSONNEL RESPONDED** ONE **NO FIRE SERVICE PERSONNEL RESPONDED** ONE **NO FIRE SERVICE PERSONNEL RESPONDED** ONE **NO FIRE SERVICE PERSONNEL RESPONDED** ONE

I **NUMBER OF INJURED** ONE **NUMBER OF FATALITY** ONE

J **COMPLEX** Road **MOBILE PROPERTY TYPE** 96 AUTO

K **AREA OF FIRE** ENGINE AREA **EQUIPMENT INVOLVED IN INCIDENT** VEHICLE

L **FORM OF HEAT EMISSION** WAXETER PLINED **TYPE OF MATERIAL BURNED** PLASTICS **FORM OF MATERIAL BURNED** ELECTRICAL WIRES

M **METHOD OF EXTINGUISHMENT** 1. Siren 2. Bell 3. Whistle 4. Air horn 5. Fire extinguisher 6. Fire hose 7. Fire nozzle 8. Fire hook 9. Fire pike 10. Fire saw 11. Fire axe 12. Fire shovel 13. Fire bucket 14. Fire wheelbarrow 15. Fire pump 16. Fire engine 17. Fire truck 18. Fire ladder 19. Fire net 20. Fire blanket

N **NUMBER OF STORIES** ONE **ESTIMATED TOTAL DOLLAR LOSS** 1,000 **NFIRS 1 LAYOUT** 4

O **EXTENT OF DAMAGE** ONE **DETECTOR PERFORMANCE** P **SPRINKLER PERFORMANCE** ONE

P **TYPE OF MATERIAL OPERATING MOST DAMAGED** ONE **METHOD OF DAMAGE TRAVEL** ONE

Q **FORM OF MATERIAL OPERATING MOST DAMAGED** ONE **METHOD OF DAMAGE TRAVEL** ONE

R **TYPE OF MATERIAL OPERATING MOST DAMAGED** ONE **METHOD OF DAMAGE TRAVEL** ONE

S **MOBILE PROPERTY TYPE** AUTO **YEAR** 95 **MAKE** GM **MODEL** ALUMINA **MAIL NO.** 2090018

T **MOBILE PROPERTY TYPE** AUTO **YEAR** 95 **MAKE** GM **MODEL** ALUMINA **MAIL NO.** 2090018

COMPLETE FOR ALL INCIDENTS

COMPLETE FOR ALL STRUCTURE FIRE

COMPLETE FOR STRUCTURE FIRE



 Oldsmobile

Customer Assistance Center

November 6, 2002

Chicago, IL

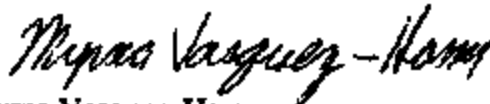
Service request: S1-10752595
Vehicle Identification Number: 1G3GR62CXS

Dear

Thank you for allowing us the opportunity to review the product allegation involving your Oldsmobile Aurora.

Our investigation revealed no evidence to support the product allegation. Therefore, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,



Myrna Vasquez-Ham
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

STATE OF ILLINOIS

CERTIFICATE OF TITLE OF A VEHICLE

VEHICLE IDENTIFICATION NO.
1G3BR82QXS4

YEAR
85

MAKE
DETROIT

MODEL
ALPHA

BODY STYLE
4 DOOR

TITLE NO.
12072829025

DATE ISSUED
03/13/82

ODOMETER
113813

TYPE USED
USED

PURCHASE DATE
01/26/82

MAILING ADDRESS

CHICAGO IL

TYPE OF TITLE
ORIGINAL

LEGEND(S)

OWNER'S NAME AND ADDRESS

CHICAGO IL

ACTUAL MILEAGE

BUYER'S NAME AND ADDRESS

REGISTRAR'S NAME AND ADDRESS

The holder of this title is liable for the payment of the tax on the sale of the vehicle.

Form with fields for Name, Address, and other details, mostly obscured by noise.

Signature and date section with fields for Seller(s), Buyer(s), and Date of Sale.



I, Jesse White, Secretary of State, do hereby certify that according to the records on file with me...

D26793120
CORRECT NO.

JESSE WHITE, Secretary of State



**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).**