



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	
Date Received	Od_or _____ ri_dt _____ od_rt _____ up_lr _____
10121459	Reference No. _____

OWNER INFORMATION (Type or Print)

Name _____

Street _____ Apt. No. _____

City ARLINGTON State TEXAS Zip Code _____

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 04/25/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>1G3GR62C0S4</u>	Make <u>Oldsmobile</u>	Model <u>AURORA</u>	Year <u>1995</u>
Purchased Date <u>1/24/02</u> <i>I think</i>	Dealer's Name <u>Bender 2500 E. Mabry Drive</u>	Engine Size (CID/DGL) <u>4L</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's City <u>CLOVIS</u>	State <u>New Mexico</u>	Zip Code <u>88102-1875</u>
Manufacture Date (on driver's door or pillar)	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbell <input type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
			Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>Please see papers attached for repairs, also I am trying to get more papers for other repairs</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name
Complete Tire Size	DOT No.
No. of Failures	Date(s) of Failure(s)
	Mileage at Failure(s)
	Vehicle Speed at Failure(s)
	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Continue on back.

The Privacy Act of 1974 - Public Law 93-579: This information is requested pursuant to e49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

TO WHOM THIS MAY CONCERN,

I AM WRITING TO TELL YOU THAT FROM THE TIME I PURCHASED MY 1995 OLDSMOBILE AURORA, I HAVE HAD MANY REPAIRS DONE, AND I WOULD LIKE FOR YOU TO INVESTIGATE THIS SITUATION. I GIVE MY PERMISSION FOR YOU TO LOOK INTO THIS MATTER FOR ME. I HAVE SENT OTHER LETTERS OUT REQUESTING INFO ON CAR REPAIRS DONE IN THE PAST, I WILL SEND THE INFO TO YOU. I AM CONCERNED WITH MY SAFETY AS THE STEERING WHEEL IS NOW A BIG ISSUE AND I NEED THE CAR FOR TRANSPORTATION. PLEASE CONTACT ME IF YOU HAVE ANY QUESTIONS. THANK YOU FOR YOUR TIME.

ARLINGTON, TEXAS

SIGNED,

DATE 2005/04/24

TO WHOM THIS MAY CONCERN,

ON 04/04/02, I (DENISE MINHOTO) TOOK THE 1996 OLDSMOBILE AURORA TO VANDERGRIF (8172992378) FOR RECALL REPAIRS AND THE SERVICE PERSON 'CHARLES WILLIAMS' SAID THE STEERING WHEEL NEEDED TO BE REPAIRED. I TOOK THE CAR TO A MECHANIC NAMED CHRIS HUDSON(8174698819) TO SEE IF IT WAS THE BOLTS THAT WERE LOOSE OR NEEDED TO BE REPLACED. AT THAT TIME HE SAID NO, AND CALLED THE OLDSMOBILE DEALERS IN GRAPEVINE TEXAS, HE TALKED TO 'DARREL' (8177882894) TO FIND OUT WHAT COULD BE THE PROBLEM AND WHAT IT MIGHT COST FOR REPAIRS. DARREL TOLD CHRIS THAT IT COULD BE THE PVC PINS, BELT CRANK OR THE OTHER PARTS (NOT SURE WHAT THEY ARE) AND IT COULD COST UP TO OR OVER \$ 1,000.00. SO I CALLED AND TALKED TO 'DARREL' MYSELF TO ASK SOME QUESTIONS ABOUT THIS SITUATION. HE TOLD ME THAT IT HAS BEEN A BIG PROBLEM WITH THIS CAR (MODEL) AND THAT THEY HAVE HAD LOTS OF REPAIRS FOR SAME PROBLEM. I ASKED HIM WHAT COULD HAPPEN IF NOT REPAIRED, HE SAID THE STEERING WHEEL COULD FALL OFF IN YOUR LAP. I THEN TOLD HIM I WAS FILING A COMPLAINT WITH YOU, HE SAID FINE AND HE WOULD TELL YOU THE SAME, BUT THEN HE GOT AN ADDITUDE BECAUSE I SAID THIS SHOULD BE A RECALL. I HAVE FOUND OUT IN THE PAST 2 MONTHS ALL THE PROBLEMS MY SON HAD WITH HIS CAR AND AM TRYING TO GET INFORMATION FROM BENDER CHEVROLET (5057634485) IN NEW MEXICO WHERE HE BOUGHT THE CAR, THEIR BUILDING CAUGHT FIRE, SOME RECORDS WERE DESTROYED AND WYNNS EXTENDED WARRANTY PEOPLE(8009224392) ALSO WITH INFO ON REPAIRS AND PROBLEMS MY SON HAD WHEN HE FIRST BOUGHT THE CAR. HE HAD ISSUES WITH WYNNS FOR CANCELLING THE POLICY EARLY BECAUSE THEY TOLD HIM IT WAS COSTING THEM TOO MUCH TO REPAIR THE CAR, AND FAILED TO CONTINUE COVERAGE FOR HIM. I ALSO FOUND ON THE COMPUTER THAT ALL OLDSMOBILE SALES DEALERS KNEW STARTING JUNE 1,2001, THAT IN 2005 THEY WERE TO STOP ALL SALES OF THE OLDSMOBILE. SO WHEN MY SON BOUGHT THIS CAR FROM BENDER, THEY NEVER DISCLOSED THIS INFO SO HE WOULD HAVE HAD THE OPTION TO KNOW WHAT THE FUTURE COULD HOLD FOR HIM (GETTING PARTS ETC.) FOR HIS VEHICLE, HE WAS NOT TOLD OF ALL THE PROBLEMS THIS CAR COULD OR WOULD HAVE LATER OR THAT THIS CAR HAD LOTS OF PROBLEMS THAT HE WOULD NEED TO FIX, THE FIRST 2 WEEKS HE HAD THE CAR, IT WAS GETTING REPAIRS DONE (TRANSMISSION) I AM TRYING TO LOCATE PAPERS ABOUT THIS. MY SON IS IN THE AIR FORCE (MILITARY) AND COULD NOT SPEND TIME ON THESE ISSUES, IF I HAD KNOWN ALL OF THIS BEFORE, I WOULD HAVE DONE SOMETHING FOR HIM FROM WHEN HE BOUGHT THE CAR. I FEEL HE HAS GONE THROUGH TO MANY ISSUES WITH THIS CAR (REPAIRS) AND NOW TO BE TOLD THE STEERING WHEEL COULD FALL OFF, THAT IS ENDANGERING MY SONS LIFE. I NEED YOU TO LOOK INTO THESE MATTERS AND WHEN HE RECEIVES OTHER INFO FROM BENDER OR WYNNS OR FINDS HIS ORIGINAL PAPERS OF THE OTHER REPAIRS, HE WILL SEND THEM TO YOU. I AM CONCERNED THAT MY SON WAS TAKEN ADVANTAGE OF BECAUSE HE WAS NOT TOLD OF THESE PROBLEMS WITH HIS CAR, ETC. THANK YOU FOR YOUR TIME.

SIGNED *l*

I have Read this also.

Signed

- Date 04/24/2005

A Premier Automotive Services
1900 15th Avenue
Fort Worth, TX. 76102
Phone - 817-336-6700 Fax - 817-336-6752

Arlington, TX

Re: 1995 Oldsmobile Aurora

Regarding your 1995 Oldsmobile Aurora
License 17B-MYS:

We recommend the following repairs:

Recommendation made on 01/23/04;
Replacement of steering rack and pinion unit and steering pressure hose due to leaking steering fluid.

Recommendation made on 01/23/04;
Repairing of transmission torque convertor clutch

Recommendation made on 01/23/04;
Disassembly and retightening of steering column due to being loose.

Recommendation made on 01/23/04;
Replacement of radiator hoses due to being soft.

Recommendation made on 01/23/04;
Replacement of valve cover gaskets and timing cover gaskets due to leaking engine oil.

Recommendation made on 01/23/04;
Replacement of all engine mounts. Est \$ 1265.76

If you have not yet had these services performed, we at A PREMIER AUTOMOTIVE SERVICES would like to help.

Your vehicle is important to you. It represents a large investment. Knowing this, we want to take this opportunity to remind you if not taken care of this needed work could result in a possible loss of dependability or safety and a higher ultimate cost.

Please call us to schedule an appointment at your earliest convenience.

We value your business and consistently strive to provide you with the finest quality products and service.

Thank you for your trust and patronage.

Sincerely,

Submitted:
11/13/2004 2:48:30
PM
Modified: 11/13/2004
2:49:00 PM

Category:
Auto Warrantee

Wynns Extended Warranty Wynns is still a RIPOFF Brea California

Company

Wynns Extended Warranty

Address:

wynnewarranty.com

Brea California

U.S.A.

Phone:

Fax: -

I purchased a wynns warranty on my wife's 2001 dodge Intrepid when we purchased the vehicle in june of 2004. We were driving on the highway when we heard a knocking in the engine.

We pulled the car off the highway and it died. Lucky for us a policeman was able to push the car off the road. We had the car towed home, and on Monday I had the car towed to Gurnee dodge for service.

When I called Gurnee Dodge and informed the service manager that I had the Wynns warranty on my car he replied "Ohh Boy". They took the engine apart and found that it had spun a main bearing. He called Wynn to get an inspector out to look my car. This inspector diagnosis is that the water pump in the vehicle failed and continue driving ruined the engine. I replied that the car never ran hot, it never smoked and it never made any noise. Wynn replied that it had to run hot or something, and that there was anti-freeze in the oil.

I told wynns that I had just had the oil changed the week prior to the breakdown and there was no anti-freeze in the oil at that time. My car has less than 300 miles on the odometer from the time I had the oil changed to the time of breakdown. I also ask had could a failed water pump caused anti freeze to enter the oil system. The cooling and oil systems are seperate. I also asked how this could happen without any external warnings. Wynn told it was not their fault that my check engine light did not work.

I had the check engine light and temperature gauge checked at Gurnee Dodge and no problems could be found. The service manager informed me that the inspectors for Wynns have only one purpose, to find a way not to pay a claim. We were told that we had to purchase this warranty to complete finaling on this car. I am a mechanic engineer, my vehicles are cared for well. Wynns people are rude and dishonest

U.S.A.

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by consumers for consumers

a service of
badbusinessbureau.com**Rip-off Report.com**Don't let them get away with
Make sure they make the Rip-off

Submitted: 1/4/2005

9:09:17 AM

Modified: 1/4/2005

9:09:00 AM

Category:

Auto Warrantee**Wynns Extended Warranty, Wynns USA Extended
Warranty Huge ripoff Nationwide**

Company

Wynns USA Extended Warranty

Address:

Nationwide, U.S.A.

Phone:

800-3427941

Fax: -

I purchased a used vehicle, and also a Wynn's Extended 30,000 mile warranty. The First problem I had was the AC Compressor went out on me. They did fix that problem, but did not include the Refrigerant, What's up with that? Also I just had my Alternator replaced, But Wynn's decided to replace it with a remanufactured??? I had a original Alternator before, I think this should have been replaced with an original alternator! Also at the same time, my EVO sensor went out which causes the steering to become very loose. They said they Do not cover that sensor without the High tech option. What?? Every car the past 15 years has sensors computers, High tech?? What car isn't High tech. This is also a Safety issue, and they don't cover a safety issue?? I was told that Wynn's has restructured themselves, and now have the right to replace the part with a USED (out of a junkyard) part? That is no Extended Warranty that I will ever purchase again, or ever recommend to my friends, That's for sure.

A junk yard part, come on give me a break!! There nothing But A HUGE RIP OFF.

**Albuquerque, New Mexico
U.S.A.**

Company Search

If you would like to see more Rip-off Reports™ on Wynns USA Extended
Warranty, please use the search box below

Wynns USA Extended Warranty

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**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).**