



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

Repository ☐

18-JUL-2006
207 AUG 20

Reference No.
118-25
10196725

OWNER INFORMATION (Type or Print)

Name

Address

City

WARMINTER

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to release information to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8-16-2007

VEHICLE INFORMATION

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

1G3NF12E13C

Make

OLDSMOBILE

Model

ALERO

Model Year

2003

Date Purchased
01-JUL-03

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

AUTOMATIC

☒ Cruise Control

4 WHEEL DRIVE

Vehicle Component Code

341000 COMMUNICATIONS:HORN ASSEMBLY

Multiple Failure: 370

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-JUL-2006

Failure Mileage
50

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: 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

File

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes

☒ No

☐ Yes

☒ No

0

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).

TL*THE CONTACT OWNS A 2003 OLDSMOBILE ALERO. THE CONTACT STATED THAT THE HORN FAILED TO SOUND WHEN DEPRESSED. THE FAILURE OCCURRED INTERMITTENTLY. THE CONTACT STATED THAT THE HORN ACTIVATED WITHOUT PROVOCATION AND HE HAD TO REMOVE THE FUSE TO SHUT IT OFF. THE DEALER STATED THAT THE HORN WIRING IN THE STEERING WHEEL PAD WAS STUCK. THE CURRENT MILEAGE IS 67,000 AND FAILURE MILEAGE WAS 50.

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.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216cg

As a result of your report to the Vehicle Safety Hotline (VSH), 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 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 and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. 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-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,

Cynthia Glass, Acting Chief
Correspondence Research division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

[BACK TO ELECTRICAL](#)

[COMPLAINTS](#)

[OLDSMOBILE RECALLS](#)

[TSBS](#)

[LEMON LAW](#)

[switch years]

2003 Oldsmobile Alero

HORN STAYED ON UNTIL FUSE BLEW

TYPICAL REPAIR COST:

NO DATA

AVERAGE MILEAGE:

66,200 MILES

NUMBER OF COMPLAINTS:

5 COMPLAINTS

MOST COMMON SOLUTIONS:

1. not sure (4 reports)
2. replace air bag assembly (1 reports)



ELECTRIC

3.4

PRETTY BAD

#**1**

Alero GL, Automatic

NOV 15
2006



transmission, 64,000 miles

Car still ran, but the horn stopped working and alarm system went out. Its not so much the horn going out. We got this car in 2004, its a 03. After a while the cooling system went out. Something about GM radiator coolant is synthetic and corrodes the engine. Whats the killer is you cant change out fluids once its been in the car without a complete Engine flush of everything. Now my car has a electrical problem with starting. It will start sometimes and other times just wont turn over like its out of gas. Its well and good to "buy American" and I love my country I served 6 yrs in Military. But you cant beat the reliability of the Toyota's and Honda's.

Chris S.

Apple Valley, CA, USA

[SEND A COMMENT »](#)

#2

Alero 4 cyl, Automatic transmission, 64,000 miles

Nov 30
2006

Very odd that this morning I get up and my car horn is on at a constant rate. So, we go outside try all the buttons on the key chain, nothing. Tried to start the car, nothing. Finally, I guess it just blew itself out and quit. Now it won't work at all. I have no clue why the horn just randomly went off. I also find it pretty funny that some other guy on here had the same problem a few days ago with his car with same mileage in same state. hmmm... Anyways, that's what I get for buying a vehicle right before a company went out of business.

Maja P.

Redlands, CA, USA

[SEND A COMMENT »](#)

#3

Alero 4 cyl, Automatic transmission, 66,000 miles

JAN 12
2007

A problem in the wiring is causing the horn to stay on constantly and blow the fuse. I have had to replace the fuse three times in the last month. I have the vehicle checked out at the dealer and they don't know what the problem is. Have been told that they can not duplicate the problem. This vehicle has been nothing

but a royal pain. It is the only American made car in our family and it is the worst one.

sapp

Stafford, VA, USA

[SEND A COMMENT »](#)

4

Alero V6, Automatic transmission, 70,000 miles

FEB 05
2007

At about 70,000 miles our alero's horn stuck on until the fuse blew. We have tried changing the fuse and it just blows again. We also changed the actual horn-still no luck. And recently we changed the horn relay and still no horn. We haven't taken it to a dealer, but we think we have done all we can. It sucks to sit behind someone at a red light who doesn't see the light go green and you can't let them know to move it!!

u6mm

Virginia Beach, VA, USA

[SEND A COMMENT »](#)

5

Alero, Automatic transmission, 67,000 miles

JUL 18
2007

Yep - Same as other peoples problem. First the friggin' horn wasn't working, then it was intermittent but would cut in and out if you played with the contacts on the steering wheel pad. Then it went off in the middle of the night. My son went out and pulled the fuse (because he's not a lame ass like the GM people). The dealership is telling us that the horn contacts are integral to the air bag assembly ????????? and that the whole air bag assembly has to be replaced for \$800.00 !!!!!!!!!!! or \$400.00 if we can find one in a bone yard. You mean to tell me that GM designed the car with the horn contacts integral to air bag ?????????? !!!!!!!!!!! Who the !@#! in their right right mind would do something so &\$%!&#!in' stupid ?????????

Paul B.

Warminster, PA, USA

[SEND A COMMENT »](#)

ASK YOUR OLDSMOBILE QUESTION. OLDSMOBILE MECHANICS ANSWER YOU ASAP!

Type your question here.

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[REDACTED]
Warminster, PA [REDACTED]

August 7, 2007

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590
Attn: Ms. Cynthia Glass, Acting Chief

Dear Ms. Glass,

This correspondence is in regard to 2003 Olds Alero VIN #
1G3NF12E13C [REDACTED] The car is only four (4) years old with 67,000 miles.

Please see General Motors reference file # 71-538378629.

The horn began to fail intermittently. Then during the middle of the night it just turned itself on continuously. My son pulled the fuse to turn off the horn and prevent the battery from running down.

The horn is currently in that state. The vehicle is now without a horn which is a safety concern.

GM explains that the horn contacts are integral to the airbag assembly which must be replaced to repair the horn. This air bag assembly costs \$800.00 to simply repair the horn contacts !!!!!!!!!!!!!!! GM expects the customer to spend \$800.00 and has refused any assistance stating that they have no legal liability to do so.

I would expect a reasonable amount of money to spend to simply repair the horn contacts would be less than \$100.00. I simply cannot afford to spend \$800.00 at this time for what should be a simple inexpensive repair.

Upon doing some research, I have discovered that this is a common problem with Olds Alero's all similar in age and mileage. GM claims they have no knowledge of this defect. I have attached a print out from one (1) of the many websites documenting the same problem of which they claim they have no knowledge.

In summary, there are two (2) reasons for this report.

- 1) GM expects the customer to spend \$800.00 to make a simple repair on a component that should not fail in the first place. This creates a safety concern for myself as well as others with Olds Alero's with the same problem. People will simply not spend this amount of money for what should be a simple repair when it comes down to a choice between this and food.
- 2) The exact same defect with the same model vehicles, all with similar age and mileage, is posted on many different web sites and GM attempt to deceive customer by claiming they have no knowledge of it.

Regretfully,




