



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
2008 MAR -5 AM 7:42

15-JAN-2008

Repository ☐

Reference No.
10214940

OWNER INFORMATION (Type or Print)

Name
Address
City GREENDALE State WI Zip Code
Daytime Telephone Number
Evening 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 a provide your name or address to the vehicle manufacturer.
Signature of Owner Date 2/6/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G3GS64C114
Make OLDSMOBILE Model AURORA Model Year 2001

Date Purchased Dealer's Name and Telephone Number
Engine: No: Cylinders 8 Fuel Type: Gas

Original Owner ☐ Dealer's City State Zip Code

Transmission Type ☒ Antilock Brakes Powertrain
AUTOMATIC ☒ Cruise Control FRONT WHEEL DRIVE
Vehicle Component Code
201000 WHEELS:RIM
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-DEC-2007
Failure Mileage 36446
Failure Speed 0

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 Failure Location:
☐ Prior Repair
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 ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured 0 Number of Deaths 0 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).

TL*THE CONTACT OWNS A 2001 OLDSMOBILE AURORA. ON TWO DIFFERENT OCCASIONS, THE RIMS FAILED DUE TO INNER CORROSION AND DETERIORATION. ADDITIONALLY, THE CHROME WAS PEELING AND AIR WAS LEAKING FROM THE RIMS. ONE TIRE CONTINUED TO LOSE AIR, SO THE CONTACT PURCHASED FOUR NEW TIRES. A FEW DAYS LATER, THE TIRES BEGAN LOSING AIR AGAIN DUE TO DETERIORATED AND CORRODED RIMS. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT MILEAGE WAS 63,100 AND FAILURE MILEAGE WAS 36,446.

TIRES PURCHASED 12/13/07.

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.

February 7, 2008

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NVS-210
400 7th Street, SW
Washington, DC 20590

To Whom It May Concern,

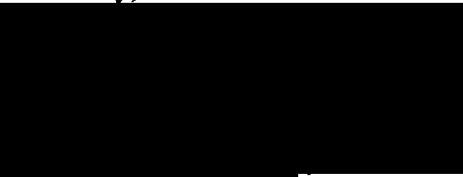
I took the vehicle to Bob Tolkan on December 26, 2007 (see enclosed) and they said the car was unsafe and they would pay for two rims if I would pay for the two remaining rims at \$1,288.86.

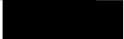
I have a full coverage warranty, until 1/4/2010 or 91,271 miles, from General Motors (see enclosed). The vehicle now has 63,615 miles on it. I reported this to General Motors at the first sign of the chrome peeling away from the rims in December of 2004. At that time there were 36,446 miles on the vehicle. This vehicle has never gone out of warranty. I have kept up the warranty since I purchased the vehicle in January 2004.

I think since the rims were said to be unsafe General Motors should replace all four rims at no cost to me.

I look forward to a reply on this matter.

Sincerely,

A large black rectangular redaction box covering the signature area.

Greendale, WI 

A black rectangular redaction box covering the second line of the address.

GENERAL MOTORS PROTECTION PLAN

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

MAJOR GUARD COVERAGE

36 Months or 36,000 Miles

AGREEMENT HOLDER:

AGREEMENT
REFERENCE NUMBER:

[REDACTED]
GREENDALE, WI [REDACTED]

COVERED VEHICLE NUMBER:

1G3GS64C114 [REDACTED]

	Agreement Expiration Date:	Agreement Expiration Mileage:	Agreement Deductible:
MG	01/04/2010	91,271	\$50

(MG) MAJOR GUARD coverage starts on the date you purchase this agreement and ends on 01/04/2010 or at 91,271 miles, whichever occurs first.

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

CUSTOMER COPY

BOB TOLKAN

5700 SOUTH 27TH STREET
MILWAUKEE, WI 53221
PHONE (414) 282-3000
bobtolkan@hotmail.com
www.bobtolkan.com

3 1 5 6 8 4

INVOICE

GREENDALE, WI

HOME:

BUS:

PAGE 1



SERVICE ADVISOR: 172 TODD BEEMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	01	OLDSMOBILE AURORA	1G3GS64C114		62948/62948		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
25APR00 IS			WAIT 26DEC07		88.00	CASH	02JAN08
R.D. OPENED		READY		OPTIONS: DLR:0 ENG:4.0 Liter V8 SFI 1)1.30.04 2)GMPP 36/36,000 \$0 DED EXPIRES 59,938 OR 1-30-07			
09:45 26DEC07		15:49 02JAN08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
				80 WHEELS, TIRES, HUBS			
				999 CB		0.00	0.00

NOTE: CUSTOMER DECLINED OFFER
OF 50/50 SPLIT ADVISED
CUSTOMER WHEELS COULD BE
UNSAFE AND HE SHOULD
RECONSIDER THE OFFER. HE SAID
HE UNDERSTOOD BUT STILL
DECLINED

BUICK

PONTIAC

ETICAL TRADE

World Class Service COMMISSION
877-382-4357

Note:
(W-) or (B-) in front of Part Description indicates
Goodwrench Service Plus Lifetime Warranty.

Goodwrench Service Plus

The Best Name in Automotive Service Just Got Better.

UP-FRONT COMPETITIVE PRICING

There will be no surprise when you get your invoice.

LIFETIME SERVICE GUARANTEE

Both parts and labor on eligible services are covered
for as long as you own your GM vehicle. (Ask for
details on this limited warranty.)

COURTESY ALTERNATE TRANSPORTATION

After you drop off your vehicle, we will get you to
where you want to go.

TRAINED SERVICE TECHNICIANS

We have one or more trained technicians in each of

ADD'L WORK AUTH. BY:	DESCRIPTION	TOTALS
NAME	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET / RENTAL FEE	0.00
	6104	0.00
	TOTAL CHARGES	0.00
	LESS INS.-DISCOUNT	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

Motor vehicle repair trade practices are regulated by chapter ATPC 132, Wis. Adm. Code,
administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and
Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.



PARTS AND SERVICE HOURS
MONDAY 8:00 AM - 8:00 PM
TUES. - FRI. 8:00 AM - 5:30 PM

SHOWROOM HOURS
MONDAY-THURSDAY 8:00 AM - 8:00 PM
FRIDAY 8:00 AM - 6:00 PM
SATURDAY 9:00 AM - 5:00 PM



Sam's
CLUB

CLUB MANAGER RICHARD PARKER

(414) 761 - 0088

Fax and Pull # (414) 761-1584

FRANKLIN, NJ

12/13/07 15:24 1403 8167 342

1823

V MEMBER

THANK YOU

TMA ITEMS FOLLOW

ORDER NUMBER 0048570074977

5	TIRE INSTALL	9.50 T
5	TIRE INSTALL	9.50 T
5	TIRE INSTALL	9.50 T
5	TIRE INSTALL	9.50 T
142398	235/55R17	143.16 T
230281	DISP CHARGE	1.50 T
142398	235/55R17	143.16 T
230281	DISP CHARGE	1.50 T
142398	235/55R17	143.16 T
230281	DISP CHARGE	1.50 T
142398	235/55R17	143.16 T
230281	DISP CHARGE	1.50 T

TMA ITEMS COMPLETE

SUBTOTAL 616.64

SUBTOTAL 616.64

TAX 1 5.600 % 34.53

TOTAL 651.17

VISA TEND 651.17

ACCOUNT #

APPROVAL *

CHANGE DUE 0.00

EFT DEBIT

PAY FROM PRIMARY

ACCOUNT :

651.17 TOTAL PURCHASE

REF #

Funds Not Available by Issuing Bank.

Please call Bank for more information.

12/13/07 15:32:05

ITEMS SOLD 12

TC# 8564 7009 9519 6668 341



[REDACTED]

485700 74977

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

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DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Sam's Club permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

SAM'S CLUB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND SAM'S CLUB CONTROL.

12-13-2007

MEMBER SIGNATURE

DATE

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MEMBER SIGNATURE _____ DATE 12-13-2007

QUALITY CONTROL TECHNICIAN: GE: RO
SALES ASSOCIATE: VICENTE 1823
TIRE TECHNICIAN: TROY 1752

[REDACTED]

15 JULY 2004

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QUALITY CONTROL TECHNICIA: PAUL 11
SALES ASSOCIATE: JOSEPH 56
TIRE TECHNICIAN: TROY 1782

12-20-2007