



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 ☐

Reference No.

10224846

2008 MAY -6 AM 7:45
17-APR-2008

OWNER INFORMATION (Type or Print)

Name

Address

City

RUSK

State

TX

Zip Code

Daytime Telephone Number

E-mail Address

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 a signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 04/28/08

VEHICLE INFORMATION

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

1G3GR69AXFR

Make

OLDSMOBILE

Model

CUTLASS

Model Year

1985

Date Purchased

01-JAN-85

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code.

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-APR-2005
13-DEC-2007

Failure Mileage

139000

Failure Speed

Parts below the rocker with no oil hole on the
rocker arm assembly - piston, rod, crank-
shaft

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

☐ 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 1985 OLDSMOBILE CUTLASS SUPREME. THE VEHICLE LOST POWER WHILE DRIVING UPHILL. A FEW YEARS EARLIER, THE VEHICLE WAS TAKEN TO AN AUTO GARAGE FOR A DIAGNOSIS, BUT NO FAILURE WAS FOUND. THE FAILURE CONTINUED AND ON APRIL 13, 2008, THE FAILURE WAS IDENTIFIED AS THE OILER RACKER ARM ASSEMBLY. THE ASSEMBLY WAS MISSING A HOLE FOR THE OIL TO FLOW THROUGH THE ENGINE. THE MANUFACTURER WAS NOTIFIED; HOWEVER, THEY WILL NOT OFFER ANY ASSISTANCE DUE TO THE AGE OF THE VEHICLE. THE SPEED AND DEALER INFORMATION WERE UNKNOWN. THE CURRENT MILEAGE WAS 140,000 AND FAILURE MILEAGE WAS 139,000.

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)

Due to a factory-defective rocker arm assembly: namely, a missing oiler hole, the engine failed due to damaged parts below the defect.

Greg Motor's estimate to repair - \$1,800.00.

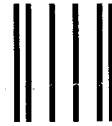
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

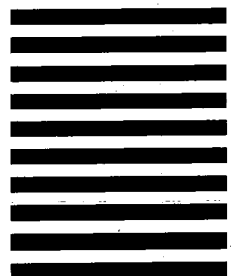
FIRST-CLASS MAIL

PERMIT NO. 1888

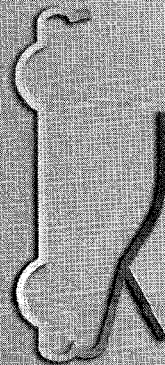
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

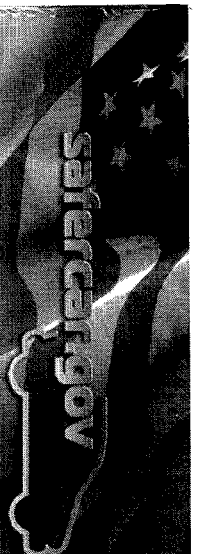
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



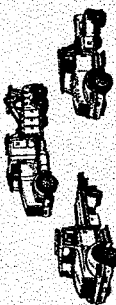
ALLIANCE TOWING & RECOVERY

TxDOT MC Lic. No. 00533068C

2015 E. Rusk

Jacksonville, TX 75766

(903) 589-8697



Toll Free: 877-789-8697

Fax: 903-589-8230

Pager: 903-528-3284

TxDOT VSF Lic. No. 0545198VSE

Bill To:

Date: 12/18/07

Name:

Req. By:

Address:

City: State: Zip: Phone:

YEAR 05	MAKE DODGE	MODEL DODGE	COLOR RED	UNIT #	ODOMETER READING
REASON FOR TOW ☒ BREAKDOWN ☐ ACCIDENT		☐ WINDCH OUT ☐ LOCKOUT ☐ JUMP START ☐ TIRE CHANGE ☐ FUEL DELIVERY ☐ OTHER		VEHICLE TOWED BY: ☐ FRONT ☐ ROLLBACK ☐ REAR ☐ LOW BOY	
☐ CASH ☐ CHECK ☒ CHARGE		PURCHASE ORDER NO.		REPAIR ORDER NO.	
☐ CASH ☐ CHECK ☒ CHARGE		VENDOR/MERCHANT ID #			

PICKUP LOCATION: _____ / Secondary _____

DELIVERED TO: _____ / Secondary _____

STORAGE: _____

From _____ to _____ days @ _____ per day

I, the undersigned do hereby certify that I am legally authorized and entitled to take possession of the vehicle described above and all

Signed _____

Release Date: _____

TIME FINISHED	DRIVER
TIME LOADED	LICENSE PLATE #
TIME ARRIVED	MILEAGE TO SCENE
TIME DISPATCHED	MILEAGE FROM SCENE
TOTAL TIME	TOTAL MILES
COMMENTS:	
12/24/07 4:30 12/24/07 4:30	

STATE SALES TAX	
MILEAGE CHARGE	
HOOK-UP FEE / CALL OUT FEE	
ROLL BACK ☐ DOLLEY INSTALL ☐ LOW BOY	
RECOVERY FEE	
STUCK ☐ OVERTURNED ☐	
ADDITIONAL EQUIPMENT	
ADDITIONAL LABOR	
REMOVE DRIVE LINE ☐	
CAGE BRAKES / SUPPLY AIR ☐	
CLEANUP FEE	
IMPOUNDMENT FEE	
NOTIFICATION FEE	
DELIVERY FEE	
TOTAL AMOUNT DUE	160.00

Inquiries or complaints on stored vehicles may be directed to: Texas Dept. of Transportation, Motor Carrier Division, 125 E. 11th Street, Austin, TX 78701-2483, 1-800-295-1700 (option 3, then 1, for Public Assistance).



MIKE'S MUFFLER & BRAKES

202 N. Bolton
Jacksonville, Texas 75766
(903) 589-9060



1837

Customer's Order No.				Date: 12-18-2007	
Name: 85 OLDS					
Address:					
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	Phone
QUAN	DESCRIPTION			PRICE	AMOUNT
1	CONVERTER 2"			9400	
	LABOR			6500	
	TAX			725	
				# 16675	
PAID MASTER CARD					
RECEIVED BY					

Thank You

AUTOMOTIVE MACHINE SHOP & PERFORMANCE PARTS

Paul Jackson, Owner

1203 West Rusk • Jacksonville, TX 75766 • 903-589-3730

amsmotors@netzero.net



No. _____

Sold to [REDACTED]

Date 03/01/97

20

Street

CASH

CHARGE

City

C.O.D.

CREDIT
MEMO.

Salesman

Customer's
Order No.

Rec'd on
Acct

Shipped
VIA

TERMS

[illegible]

I hereby certify I have read the warranty provisions as set forth below on this invoice. I understand said provisions, and agree to the terms of said warranty.

Purchaser

ALL Claims and returned goods MUST be accompanied by this Invoice.

"It is agreed as part of the consideration for this sale that the price shown hereon for the goods purchased shall be paid within 30 days of the date hereof. Any portion of the sale price not paid within said time period shall thereafter bear interest at the annual rate of 18%."

A.M.S. MAKES NO WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. THESE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION AS SET FORTH HEREIN.

LIMITED WARRANTY

LIMITED WARRANTY
A.M.S. warrants each engine to be free from defects in material and workmanship under normal use and repair in passenger car service for a period of NINETY (90) days or for FOUR THOUSAND (4,000) MILES, in truck service for a period of THIRTY (30) DAYS or for ONE THOUSAND (1,000) MILES (whichever occurs first) beginning on the date the engine is first installed. If the engine is used for purposes other than passenger car or truck service, this warranty is limited to a period of THIRTY (30) DAYS from the date of installation; and Warrantor's obligations hereunder are limited to the replacement of parts and do not cover labor charges. This warranty extends only to the original ("Purchaser") of the engine and is not transferable.

WARRANTY COVERAGE

This warranty **DOES NOT** cover: (1) engines that are damaged by abuse, neglect or accident; (2) fluids, towing charges, telephone calls; (3) loss of time, loss of use of the vehicle, inconvenience, commercial loss or consequential damages.

This warranty **DOES NOT APPLY** under the following conditions: (4) when engine specified for passenger car service is installed in a truck; (5) when engine is operated on any fuel other than gasoline; (6) when engine block or heads are cracked from overheating; (7) when engine failure is due to burned or melted pistons; (8) when engine or part has been improperly installed, or fails because of defects or inefficiency or parts or units not furnished with engine (such as carburetor, air cleaner, cooling system, oil filter, etc.); (9) when short block OHV cylinder assembly is damaged due to the failure of other parts or cylinder head (such as tappets or valve breakage) used in conjunction with the short block assembly; (10) when engine is used for purposes for which it was not originally designed, such as in a boat, stationary power unit, etc.

An engine or part which is furnished as warranty replacement for a defective engine, or part is warranted only for the unexpired time remaining due on the original (defective) product.



OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333



STOCK PHONE # 862 549-5361
RENT TO: PO BOX 730433
ST LOUIS MO 63179-0433

LL TO

SHIP TO

CASH SALE
13.99
O'REILLY OIL
1 FILTER SPECIAL

00000

INVOICE
NUMBER

INVOICE
TYPE

INVOICE
DATE

CHG. CASH SALE

2/12/08

INTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY						
10109				14:20:50								
X	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
				10500	EA		CRANK KIT	233.00	137.99			137.99
				NO WARRANTY AFTER CRANKSET INSTALLED								
CREDIT CARD MASTER CARD 1049 EXPIRATION DATE XX/XX AUTHORIZATION 401830												
STOTALS												
CUSTOMER COPY												
STOMER SIGNATURE												
CASH TEND.												
CHANGE												
SUB-TOTAL												
MISC.												
TAX												
TOTAL												

"ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE"

Visit Us At: www.oreillyauto.com



OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333



STOCK PHONE # 862 549-5361
RENT TO: PO BOX 730433
ST LOUIS MO 63179-0433

LL TO

SHIP TO

CASH SALE
13.99

INVOICE
NUMBER

INVOICE
TYPE

INVOICE
DATE

CHG. CASH SALE

2/12/08

INTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY						
10109				16:07:47								
X	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
				10500	EA		CRANK KIT	233.00	137.99			137.99
				10500	EA		CRANK KIT	233.00	137.99			137.99
				10500	EA		CRANK KIT	233.00	137.99			137.99
				10500	EA		CRANK KIT	233.00	137.99			137.99
CREDIT CARD MASTER CARD 1049 EXPIRATION DATE XX/XX AUTHORIZATION 620470												
RETURN AUTHORIZATION ***** MON DI *****												
*** ORIGINAL INVA - 276940 *** RETURN - OVERIDE CRIB SLAM ***												
STOTALS												
CUSTOMER COPY												
STOMER SIGNATURE												
CASH TEND.												
CHANGE												
SUB-TOTAL												
MISC.												
TAX												
TOTAL												

"ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE"

Visit Us At: www.oreillyauto.com

AutoZone 1309

1626 S JACKSON
JACKSONVILLE, TX
(903) 586-7677

Handwritten signature

Loyalty Card 910000XXXXX0699

#531921 25037 9.99 P

DEM 2-1/8" 5"

Piston Ring Comp, EA

SUBTOTAL 9.99

TOTAL TAX @ 8.250% 0.82

TOTAL 10.81

APPROVAL # 560756

REG #01 CSR #61 RECEIPT #762835

STR. TRANS #50718

STORE #1309

DATE 03/07/2008 15:10

OF ITEMS SOLD 1



OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333



STOCK PHONE # 862 549-5361
RENT TO: PO BOX 730433
ST LOUIS MO 63179-0433

LL TO

SHIP TO

CASH SALE
13.99

INVOICE
NUMBER

INVOICE
TYPE

INVOICE
DATE

CHG. CASH SALE

2/12/08

INTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY						
10109				16:07:47								
X	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
				10500	EA		CRANK KIT	233.00	137.99			137.99
				10500	EA		CRANK KIT	233.00	137.99			137.99
				10500	EA		CRANK KIT	233.00	137.99			137.99
				10500	EA		CRANK KIT	233.00	137.99			137.99
CREDIT CARD MASTER CARD 1049 EXPIRATION DATE XX/XX AUTHORIZATION 620470												
RETURN AUTHORIZATION ***** MON DI *****												
*** ORIGINAL INVA - 276940 *** RETURN - OVERIDE CRIB SLAM ***												
STOTALS												
CUSTOMER COPY												
STOMER SIGNATURE												
CASH TEND.												
CHANGE												
SUB-TOTAL												
MISC.												
TAX												
TOTAL												

"ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE"

Visit Us At: www.oreillyauto.com

AutoZone 3154

1123 HWY 110 N
WHITEHOUSE, TX
(903) 839-1423

Handwritten signature

#556597 27039 10.00 P

Piston Ring Compressor
EA

#135400 5474 25.57 P

PISTON RING SET

SUBTOTAL 35.57

TOTAL TAX @ 8.250% 2.93

TOTAL 38.50

APPROVAL # 41680B

REG #03 CSR #54 RECEIPT #102615

STR. TRANS #597188

STORE #3154

DATE 04/08/2008 16:15

OF ITEMS SOLD 2

Ring Expander

Total \$ 7.03

Gasket/Gasket Set Total \$ 114.95



Atlanta, Tex (903) 756-4191	Bossier City, La (318) 222-9181	Carthage, Tex (903) 693-6636	Dallas, Tex Lake June Rd. (214) 398-8903	Dallas, Tex W. Commerce (214) 631-7178	Danversfield, Tex (903) 645-2248
Diboll, Tex (936) 629-4755	Farmers Branch, Tex (214) 631-7178	Fort Worth, Tex (214) 631-7178	Gainesville, Tex (214) 631-7178	Gilmer, Tex (903) 843-2564	Gladewater, Tex (903) 845-2274
Henderson, Tex (903) 655-0445	Longview, Tex W. Marshall (903) 232-2010	Longview, Tex N. Eastman Rd (903) 753-1187	Longview, Tex High St. (903) 758-0605	Longview, Tex W. Loop 281 (903) 297-5891	Lufkin, Tex (936) 634-1222
Jacksonville, Tex (903) 586-3441	Kilgore, Tex (903) 984-2219	Longview, Tex W. Marshall (903) 232-2010	Longview, Tex N. Eastman Rd (903) 753-1187	Longview, Tex High St. (903) 758-0605	Longview, Tex W. Loop 281 (903) 297-5891
Marshall, Tex (903) 935-1222	Paris, Tex (903) 784-7431	Shreveport, La Bert Kouns Ind. Loop (318) 623-1299	Shreveport, La N. Market (318) 227-7890	Tyler, Tex (903) 597-5800	Whitehouse, Tex (903) 859-4889

It is agreed as part of the consideration for this sale that the price shown hereof for the goods purchased shall be paid within 30 days of the date hereof. Any portion of the sale price not paid within said time period shall thereafter bear interest at the annual rate of 18 percent.

QUAN.	LINE	PART NUMBER	DESCRIPTION	CORE	LIST EACH	YOUR COST	EXTENSION	TAX
ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE.								
TOTAL UNITS			FREIGHT	HANDLING	MISC.	CORE TOTAL	LIST TOTAL	NON-TAXABLE
								TAXABLE
								TOTAL TAX

REC'D. BY: X PLEASE REMIT TO: P. O. BOX 3627, LONGVIEW, TX. 75606



Atlanta, Tex (903) 756-4191	Bossier City, La (318) 222-9181	Carthage, Tex (903) 693-6636	Dallas, Tex Lake June Rd. (214) 398-8903	Dallas, Tex W. Commerce (214) 631-7178	Danversfield, Tex (903) 645-2248
Diboll, Tex (936) 629-4755	Farmers Branch, Tex (214) 631-7178	Fort Worth, Tex (214) 631-7178	Garland, Tex (214) 631-7178	Gilmer, Tex (903) 843-2564	Gladewater, Tex (903) 845-2274
Henderson, Tex (903) 655-0445	Longview, Tex W. Marshall (903) 232-2010	Longview, Tex N. Eastman Rd (903) 753-1187	Longview, Tex High St. (903) 758-0605	Longview, Tex W. Loop 281 (903) 297-5891	Lufkin, Tex (936) 634-1222
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Marshall, Tex (903) 935-1222	Paris, Tex (903) 784-7431	Pittsburg, Tex (903) 856-9744	Shreveport, La Bert Kouns Ind. Loop (318) 623-1299	Shreveport, La N. Market (318) 227-7890	Tyler, Tex (903) 597-5800
					Whitehouse, Tex (903) 859-4889

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ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE.								
TOTAL UNITS			FREIGHT	HANDLING	MISC.	CORE TOTAL	LIST TOTAL	NON-TAXABLE
								TAXABLE
								TOTAL TAX

REC'D. BY: X PLEASE REMIT TO: P. O. BOX 3627, LONGVIEW, TX. 75606

ALL CORES MUST BE RETURNED IN BOX TO RECEIVE FULL CREDIT.

ALL CORES MUST BE RETURNED IN BOX TO RECEIVE FULL CREDIT.

Gray's Automotive Center

1407 N. Main St.

Rusk, TX 75785

SALES RECEIPT

DATE

9/9/2003

SOLD TO

MAKE:

LP#:

ODOMETER R...

MOTOR SIZE

OIL TYPE

OIL FILTER

1985 Old Cutlass su...

27,110

3.8 Ltr

ITEM

DESCRIPTION

QTY

Rate

AMOUNT

Auto Labor
Parts

Remove & Replace Carb. asy, Diagnostics, engine test
Holley reamn carb.
State Sales Tax

1

100.00

100.00T

464.99

464.99T

8.25%

46.61

PAID
CHECK

Total

\$611.60

I authorize the above repair work to be done along with the necessary material. I grant you or your employee permission to operate my vehicle. Test drive or deliver

CHEVROLET

BUICK



PONTIAC

GMC

GREG JAMES COUNTRY MOTORS

701 South Dickinson - P.O. Box 517

Rusk, Texas 75785-0517

(903) 683-2202

www.gregjames.com

Disclaimer of Warranties

ANY PARTS OR MATERIAL SUPPLIED CARRY ONLY THE WARRANTY, IF ANY, PROVIDED BY THE MANUFACTURER, AND ARE NOT WARRANTED BY GREG JAMES MOTORS. ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY, ARE EXPRESSLY DISCLAIMED. IF ANY WARRANTY HAS NOT BEEN EFFECTIVELY DISCLAIMED, AND CLAIM FOR CONSEQUENTIAL DAMAGES, WHETHER DAMAGE FOR LOSS OF USE, LOSS OF INCOME, OR ANY OTHER DAMAGES, IS EXPRESSLY DISCLAIMED, AND SUCH A WARRANTY CLAIM IS LIMITED TO THE COST OF REPLACEMENT OF THE PART OR MATERIAL SUPPLIED.

CUSTOMER NO.		ADVISOR AMY HUDSON 229		TAG NO.	INVOICE DATE 05/16/03	INVOICE
		LABOR DATE	LICENSE NO.	MILEAGE 22442	COLOR	STOCK NO.
		85 OLDSMOBILE CUTLASS SUPREME/4 DOOR			DELIVERY DATE	DELIVERY MILES
RUSK, TX		VEHICLE ID NO. 1G3GR69AXFR			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	PO. NO.	R.O. DATE 05/16/03		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				REPRINT# 1

LABOR & PARTS-----
J# 1 50CVZ ELECTRICAL BODY WORK TECH(S):202 51.60

CHARGING LIGHT COMING ON
TESRE CHARGING SYSTEM BATTERY GOOD
TRACED TO ALT NOT CHARGING
REMOVED AND REPLACED ALT
THANK YOU AMY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	RA7137-6	ALT	159.20	130.00	130.00
					JOB # 1 TOTAL PARTS	130.00
					JOB # 1 TOTAL LABOR & PARTS	181.60

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	CP	COUPON DISCOUNT		-13.00
TOTAL - MISC				-13.00

TOTALS	PRICE
TOTAL LABOR	51.60
TOTAL PARTS	130.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-13.00
TOTAL TAX	10.73
TOTAL INVOICE \$	179.33

CUSTOMER SIGNATURE

6-24-04 - Rusk Auto Parts - Replaced this
on this date.
Replaced with new alt,

Mailed
4-23-08

Mr. James W. Bunnell, General Manager
Oldsmobile
P. O. Box 33136
Detroit, Michigan 48232

Dear Mr. Bunnell,

It is with frustration, desperation, and hope that I am writing to you today concerning a recently found factory default problem with my '85 Oldsmobile Cutlass Supreme, 3.8 liter, 6 cylinder, VIN #1G3GR69AXFR [REDACTED]

Please let me give you a brief history of my car. It was bought brand new by my second cousin, [REDACTED]. After her death, my Dad, [REDACTED], bought the car from her estate. Then, in 1995, I bought the car from my Dad. I have had the car ever since then. The history of the car was the main reason I wanted it because I was sure that it would be a perfect transportation for work since the car was still practically new. It had low mileage, been kept in a garage, driven rarely and maintained regularly.

When I got the car, I noticed that the red light was on indicating that there was an engine problem. I have asked numerous mechanics about it and I have been told that they could not find out why the light was on all the time. I thought the warning light was defective because no problem was ever found by the professional mechanics. Meanwhile, over the years, I've noticed that energy of the car was getting less and less.

Approximately two years ago, it got so bad that I could only go 30 miles per hour going up the hill, which wasn't very steep, to get to work. On level ground it would go into passing gear just to gain enough speed to drive in traffic. It was like driving with the brakes on. I took the car to Greg James Country Motors in Rusk, Gray's Automotive Center in Rusk, and Mike's Muffler & Brakes in Jacksonville. I have replaced so many parts hoping for a solution to the problem; including, carburetor, alternator, catalytic converter, and even the computer chip. There were small improvements, but no solution to the real problem.

In December, 2007, after the catalytic converter was replaced, the car started making a tremendous noise. Being afraid to drive it, it was towed home. My brother, [REDACTED], started examining the parts under the hood one part at a time. It has taken a long time to take it apart piece by piece. Then, on April 13th, he discovered the problem – a factory defect – an oil hole was missing from one of the oilers on the rocker arm assembly. The parts below that particular rocker arm were destroyed, even causing problems to the crankshaft on down.

Not knowing exactly where to start, on April 14th, we called the Bacon Auto Country, Inc., in Jacksonville, and explained the problem to them. Their representative recommended that we call Customer Assistance at 800-442-6537 Ext. 42809. We called and talked with Mr. Max Sanders. He took down our complaint and gave us Case [REDACTED]. He then told us to take the defective part to Greg James Country Motors, in Rusk, so they could get a visual of the part for him and that he (Mr. Sanders) would call them in a couple of days to get their report and then call us back.

Well, needless to say, I was so excited about the possibility that something was finally going to be done to get my car fixed properly. As instructed by Mr. Sanders, I took the rocker arm assembly with the missing oiler hole, along with the damaged crankshaft, to the Service Manager of Greg James Country Motors, Mr. Jay Choate. He examined the parts and said that he could hardly believe his eyes. He confirmed the default. In fact, he brought several other workers over to see it. They were all amazed that the car lasted as long as it had, under the circumstances.

On April 16th, Mr. Sanders called back and said that he had completed his report. He said that we would probably be offered a new engine or \$1,800.00, which was the recommended quote from Mr. Jay Choate to get it repaired. He also said that he would submit his recommendation to the next person in the Customer Service department and that we would get another call the following day.

On April 17th, Mr. Andre Ladd, Customer Service Representative, Ext. 11273, called and said that because the car is 23 years old, that nothing could be done. He would not listen to reason that the defect came with the car from the factory. He assigned Case [REDACTED] to our complaint. After trying to talk with him quite a while about our situation, we came to the conclusion that he could not or would not do anything for us, so, we asked to speak with his supervisor. He said that his supervisor does not have a telephone number. After asking several times, he finally told us that the name of his supervisor was Miguel Aguro and asked us to hold on for a few minutes. We were under the impression that he was contacting his supervisor for us.

After waiting on line for eight (8) minutes, Ms. Kilan Amarripa came on line. She is another Customer Service Representative. Without even hearing what we had to say, she started repeating the things that Mr. Ladd had told us about word for word. I stopped her and asked her how I might speak to or get in touch with their supervisor. She said that he did not take calls but that she could have him call me the following day between 8:00 and 10:00 a.m.

On April 18th, around 10:25 a.m., Mr. Miguel Aguro, Team Leader of Customer Service, called and basically told us the same thing Mr. Ladd and Ms. Amarripa had told us. At this point, we were getting pretty discouraged with the situation. It is beyond our imagination that when a defect is found in any product, no matter how old it is, it should be addressed and fixed with an apology! If that had happened, then everyone would have been happy.

However, not being satisfied with the results thus far, I decided to move on up the ladder. I asked Mr. Aguro for the name of his supervisor, General Manager, or CEO of the company. He told me that he could not give me that information.

So, not knowing what to do at this point, I started calling and making complaint claims with Consumer Protection Agencies, Attorney General-Consumer Protection Division, National Highway & Safety Administration, Federal Trade Commission, Federal Department of Transportation, Texas Department of Transportation, etc. I also tried calling the first number I called (800-442-6537) for Oldsmobile Customer Assistance. I talked with a very pleasant man who gave to me your name and address so I could write to you.

[REDACTED] I am hoping that you will be able to help me end this nightmare by helping me recover some of the expense I have incurred because of an Oldsmobile factory defective rocker arm assembly. As the defect was surely an exception to the rules of your factory quality assurance, then surely the solution could be an exception to the rules of the warranty expiration policy. We are looking forward to hearing from you and getting a satisfactory recommendation. Meanwhile, we are in search of an attorney who will work with us to expose the attitude of your service department, which plainly does not apologize for this obvious lack of interest in the quality of your product.

Attached are pictures of the rocker arm assembly and the damage that it did to a piston rod and crankshaft main bearing ally. We will do our best to expose these pictures showing the defect and obvious damage it caused. We, also, intend to expose the attitude of your service department in dealing with this defect; or, perhaps was it a product of your creative marketing to cause this engine to self-destruct early no matter what care an owner might exercise, in order to increase the chances of selling another car? It is plain that your service department shows no interest in dealing with this obvious defect and does not seem surprised that it exists.

As for as it being out of warranty, I am well aware of that. I would never have asked you to take a look at this problem if the defect hadn't presented itself when my brother was rebuilding the engine. This defect was present when [REDACTED] my father's first cousin, drove it off the lot when it was a brand new car. It was like a time bomb ticking off the moments towards a predetermined explosion.

Sincerely,

COPY

[REDACTED]
Rusk, Texas [REDACTED]

[REDACTED]
Attachments

