



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

April 9, 2009

[REDACTED]
Mt. Juliet, TN [REDACTED]

NVS-216 et
Ref. No. 10263369

Dear [REDACTED]:

Thank you for your correspondence dated March 10, 2009, concerning your model year (MY) 2002 Oldsmobile Alero vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on March 19, 2009.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicate that the turn signal flashers in your vehicle are inoperative or work intermittently. You believe your MY 2002 Oldsmobile Alero should be remedied under the special policy to safety recall 03V-327.

We reviewed our database with regards to the special policy to safety recall 03V-327 and determined that you may be eligible for a no-cost remedy. The policy coverage is 10 years or 150,000 miles; therefore, eligibility of your vehicle is contingent on its mileage. We recommend that you contact an Oldsmobile dealership for repairs and if your request is denied, you may contact Richard Willard ODI's Recall Management Division at 1-800-986-9678, Ext. 66544.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement