

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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 13-OCT-2011 Repository ☐ Reference No. 10430055	
		OWNER INFORMATION (Type or Print)			
Name		Address		City	
State		Zip Code		Daytime Telephone Number	
Evening Telephone Number		E-mail Address			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
1G3NL52T010		OLDSMOBILE		ALERO	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Original Owner		Dealer's City		No: Cylinders	
State		Zip Code		Fuel Type:	
Transmission Type		Antilock Brakes		Powertrain	
Cruise Control		Multiple Failure:		Incident Date(s)	
				02-OCT-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 060000 ENGINE AND ENGINE COOLING				Failure Mileage	
				110000	
				Failure Speed	
				5	
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: DOTM9ABC036)		☐ 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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				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 ALERO. WHILE DRIVING 5 MPH, THE CONTACT HEARD A NOISE COMING FROM THE FRONT END OF THE VEHICLE. THE CONTACT EXITED THE VEHICLE TO INSPECT IT WHEN HE NOTICED THAT THE STEERING RACK HAD SEPARATED FROM THE FRAME. THE VEHICLE WAS TOWED TO A PRIVATE MECHANIC WHO INFORMED THE CONTACT THAT THE ENGINE SUPPORT HAD CORRODED CAUSING THE STEERING RACK TO SEPARATE FROM THE VEHICLE. THE DEALER OR MANUFACTURER HAD NOT BEEN NOTIFIED. THE VEHICLE WAS AWAITING REPAIRS. THE CURRENT AND FAILURE MILEAGES WERE 110,000.					
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.					

Strafford, NH

Sincerely,

Northwood Garage, LLC

Service Invoice: 43311

Name		Company		Created	10/03/11	Year	2001
Address		Address 2		Time	8:45 AM	Make	OLDSMOBILE
				Invoiced	10/13/2011	Model	ALERO
Home	Strafford, NH			Advisor	JG	Lic.#	
Work		V.I.N. #	1G3NL52T01C	Division	AR	Fleet#	
Fax		Eng-Pro-Tr	2.4 VINT 06/01A April	PO#		Color	GOLD
		State Inspect		Checked By		Miles In	110,892
				Page#	1 of 1	Miles Out	110,892

Job Description

***Customer Concern....the support for the steering rack has broken**

Parts and labor to replace engine cradles, control arm bushings, sway bar bushing and sway bar links

Line Total 1581.59

Part Number	Description	QTY
33671	ENGINE SUPPORT	1
33739	SWAY BAR BUSHING	1
32302	SWAY BAR LINK	2
33768	CONTROL ARM BUSHING	2

Alignment:

Alignment of the front wheels and a check of the rear wheel alignment. If the rear wheels need adjustment, then there is a separate charge for each rear wheel.

Line Total 79.50

Rear toe adjustment, right rear:

Labor to adjust toe only on the right rear wheel while performing alignment.

Line Total 18.00

Date NEXT Service Due

04/01/2012 State Inspection
10/12/2012 Alignment
10/12/2012 ALIGN 4 WHEEL

Handwritten signature: Fred

258 1st NH Turnpike | Northwood, NH 03261

603-942-8882 | FAX 603-942-9257

Thanks for giving us the opportunity to service your vehicle. If you feel there are any other service needs that are due for your vehicle, please do not hesitate to inform us immediately.

Invoice Total	
Supplies	\$18.95
Subtotal	\$1,698.04
Tax	\$0.00
Total	\$1,698.04





