

JUL 22 2014

Form Approved DOT Form No. 7127-9000

 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 29-MAY-2014	Repository ☐ Reference No. 10594793		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number [REDACTED]	
Name [REDACTED]				E-mail Address [REDACTED]	
Address [REDACTED]				Evening Telephone Number Same	
City LANCASTER		State PA	Zip Code [REDACTED]		
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 1G3NL52E 23C [REDACTED]		Make OLDSMOBILE	Model ALERO	Model Year 2003	
Date Purchased 9/29/2013	Dealer's Name and Telephone Number E-town Chev olds (717) 361-7776		Engine: No. Cylinders: 6 cylinder	Fuel Type: Reg. Gas	
Original Owner ☒	Dealer's City Elizabethtown, Pa.	State Pa.	Zip Code [REDACTED]		
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain 3.4 Liter	Multiple Failure: YES Before Repair	Incident Date(s) 10-JUN-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 010000 STEERING, 116000 ELECTRICAL SYSTEM: IGNITION				Failure Mileage 95740	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 ☐ 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 2003 OLDSMOBILE ALERO. THE CONTACT STATED THAT THE VEHICLE WAS EXTREMELY DIFFICULT TO STEER AND UPON MAKING A TURN, THE VEHICLE STALLED MULTIPLE TIMES. THE VEHICLE WAS ABLE TO RESTART. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO DIAGNOSED THAT THE ELECTRICAL IGNITION SWITCH NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 95,740. THE VIN WAS NOT AVAILABLE.					
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.					

2003 ALERO GL1 SEDAN

3.4L V6 ENGINE

EXTERIOR ARCTIC WHITE

4-SPEED AUTOMATIC TRANSMISSION

INTERIOR PEWTER

**STANDARD EQUIPMENT**

Ref # 10594793

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

SAFETY & SECURITY

- SAFETY CAGE CONSTRUCTION
- DUAL FRONTAL AIRBAGS
- POWER AUTOMATIC DOOR LOCKS
- FULL INTERIOR LIGHTING
- DAYTIME RUNNING LAMPS
- AUTOMATIC EXT LAMP CONTROL
- INTERMITTENT WINDSHIELD WIPERS
- REAR WINDOW DEFOGGER
- BATTERY RUNDOWN PROTECTION
- THEFT-DETERRENT SYS(PASSLOCK)
- CHILD SEAT LATCH SYSTEM
- TRUNK EMERGENCY RELEASE HANDLE

COMFORT & CONVENIENCE

- AIR CONDITIONING - CFC FREE
- SOLAR COATED TINTED GLASS
- POWER WINDOWS W/CHILD LOCKOUT
- POWER OUTSIDE REARVIEW MIRRORS
- CRUISE CONTROL

•TILT-STEERING WHEEL

- RECLINING FRONT BUCKET SEATS
- POWER HEIGHT ADJ-DRIVERS SEAT
- SPLIT-FOLDING REAR SEAT
- ELECTRIC TRUNK RELEASE
- AUX. POWER OUTLET
- AM/FM/CD STEREO W/6 SPEAKERS

DURABILITY/LOW MAINTENANCE

- RUST/DENT RESISTANT EXT PANELS
- 5 MPH BUMPERS
- REAR WINDOW GRID ANTENNA
- LONG-LIFE EXHAUST SYSTEM
- PLATINUM-TIPPED SPARK PLUGS
- LONG-LIFE ENGINE FLUIDS
- OIL LIFE MONITOR

FUN-TO-DRIVE

- 4 WHEEL INDEPENDENT SUSPENSION
- RACK & PINION STEERING SYSTEM

Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

20

HIGHWAY MPG

29

Actual mileage will vary with options, driving conditions, driving habits and vehicle condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

17 and 23 mpg in the city and between 24 and 34 mpg on the highway.

2003 ALERO
3.4 LITER V6 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$1011

For comparison shopping, all vehicles classified as **COMPACT** have been issued mileage ratings ranging from 11 to 52 mpg city and 16 to 51 mpg highway.

NEA

DEALER TO WHOM DELIVERED E-TOWN CHEVROLET OLDSMOBILE PONTIAC
2005 S MARKET ST
ELIZABETHTOWN PA 17022

FINAL ASSEMBLY LANSING, MI

VIN 1G3NL52E230

ORDER NO FQKXN8
MODEL NO 3NL69
SALES CODE E
DEALER NO 03-081



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

1200 New Jersey Avenue SE
Washington, DC 20590

Attached is
Reply from [redacted]

Dear Consumer:

NVS-216r

Ref # 10599/93

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information 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 driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. 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 vehicles 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,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

