

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		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received 15-DEC-2014	Repository ☐ Reference No. 10664356		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name [REDACTED]		Address [REDACTED]		E-mail Address [REDACTED]	
City ALEXANDRIA	State IN	Zip Code [REDACTED]	Evening Telephone Number [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 1GDNF12E83C [REDACTED]		Make OLDSMOBILE	Model ALERO	Model Year 2003	
Date Purchased 6-27-03	Dealer's Name and Telephone Number ED MARTIN 765-642-8001		Engine: 3400 No: Cylinders 6	Fuel Type:	
Original Owner ☒	Dealer's City ANDERSON	State IN	Zip Code 46013		
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: YES	Incident Date(s) 29-AUG-2008	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 116100 ELECTRICAL SYSTEM: IGNITION: SWITCH			Failure Mileage 27865	Failure Speed 45 MPH	
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 WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE IGNITION SWITCH NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 14V400000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 27,865.					
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 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.					

WHEN GM ISSUED RECALL #'S 13454, 14063, 14113, 14133 - THEY WERE REPLACING THE IGNITION SWITCHES COMPLETELY AND OFFERING REIMBURSEMENT TO ANYONE WHO HAD PREVIOUSLY PAID FOR THIS REPAIR.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

A FEW MONTHS LATER WHEN GM EXPANDED THE RECALL TO INCLUDE MANY MORE VEHICLES SUCH AS MY CAR WITH RECALL #14350, THEY STOPPED REPLACING THE FAULTY IGNITION SWITCHES AND LOOKED FOR A CHEAPER WAY TO STOP THE PROBLEM. THIS ALSO ALLOWED GM TO STOP REIMBURSEMENT TO THOSE ^(-ME) WHO HAD ALREADY PAID FOR A NEW IGNITION SWITCH. GM'S NEW ANSWER WAS TO MODIFY KEY RINGS, OR MAKE ATTACHMENTS TO KEYS OR THE IGNITION SWITCH KEY SLOT. THESE TYPES OF FIXES ARE ONLY A BAND-AID TO COVER UP THE PROBLEM AND SAVE GM MONEY. THE BOTTOM LINE IS THAT AFTER THIS CHEAP SO CALLED REPAIR IS MADE, THE JUNK FAULTY IGNITION SWITCH IS STILL IN THE CAR! THE IGNITION SWITCHES SHOULD BE REPLACED WITH DEFECT FREE PARTS, AND REIMBURSEMENTS SHOULD BE AVAILABLE AS THEY WERE WHEN THIS RECALL STARTED!

US 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

IN 450
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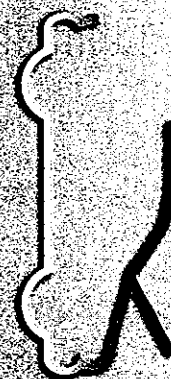
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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 Questionnaire (VQO)
U.S. Department of Transportation
National Highway Traffic Safety Administration

ID Number Search Results

SAFERCAR.GOV

Recalls	Investigations	Complaints	Service Bulletins
1	N/A	N/A	N/A

— RECALL Subject : Ignition Switch may Turn Off

Report Receipt Date: FEB 10, 2014

NHTSA Campaign Number: 14V047000

Component(s): AIR BAGS , ELECTRICAL SYSTEM

Potential Number of Units Affected: 2,190,934

All Products Associated with this Recall ▼

Details ▲

35 Associated Documents ▼

Manufacturer: General Motors LLC

SUMMARY:

This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. General Motors LLC (GM) notified the agency on February 10, 2014 that they are recalling 619,122 model year 2005-2007 Chevrolet Cobalt, and 2007 Pontiac G5 vehicles. On February 25, 2014, GM increased the recall to include an additional 748,024 model year 2006-2007 Chevrolet HHR and Pontiac Solstice vehicles and 2003-2007 Saturn Ion vehicles and 2007 Saturn Sky vehicles. In these models, the weight on the key ring and/or road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine. On March 27, 2014, GM notified the agency that the defective ignition switches may have been used as service replacement parts on other vehicles, and as a result GM will be recalling certain model year 2008-2010 Chevrolet Cobalt, Saturn Sky, and Pontiac G5 and Solstice, and 2008-2011 Chevrolet HHR vehicles. The part numbers for the service parts are 10392423 (a/k/a ACDelco D1461F), 10392737, 15857948, 15854953, 15896640, and 25846762. This expansion represents an additional 823,788 vehicles.

CONSEQUENCE:

If the key is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury.

REMEDY:

GM will notify owners, and dealers will replace the ignition switch, free of charge. An interim notification was issued to owners of 2007 and earlier models on March 10, 2014, informing them of the safety defect. Owners of 2008 and later vehicles will be mailed an interim letter on April 21, 2014. All affected owners will receive another letter once parts are available. The recall began on April 18, 2014. Owners may contact Chevrolet at 1-800-222-1020, Pontiac at 1-800-762-2737 or Saturn at 1-800-553-6000. GM's number for the initial recall is 13454 and 14063 for the expansion. GM's recall number for the vehicles that may have received the replacement parts is 14092. Note: Until the recall repairs have been performed, it is very important that customers remove all items from their key rings, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring. Always wear your seatbelt.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
1	N/A	N/A	N/A

— RECALL Subject : Ignition Switch may Turn Off

Report Receipt Date: JUL 03, 2014

NHTSA Campaign Number: 14V400000

Component(s): ELECTRICAL SYSTEM

Potential Number of Units Affected: 5,877,718

All Products Associated with this Recall ▼

Details ▲

21 Associated Documents ▼

Manufacturer: General Motors LLC

SUMMARY:

This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. General Motors LLC (GM) notified the agency on July 3, 2014, that they are recalling 5,877,718 model year 2000-2005 Chevrolet Impala and Monte Carlo, 1997-2003 Chevrolet Malibu, 2004-2005 Malibu Classic, 1999-2004 Oldsmobile Alero, 1998-2002 Oldsmobile Intrigue, 1999-2005 Pontiac Grand Am and 2004-2008 Pontiac Grand Prix vehicles. In these models, the weight on the key ring and/or road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine.

CONSEQUENCE:

If the key is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury.

REMEDY:

GM will notify owners, and dealers will install two key rings and an insert in the key slot or a cover over the key head on all ignition keys, free of charge. The recall began on September 9, 2014. GM's number for this recall is 14350.

EXACT
DUPLICATION
OF FIRST
RECALLS
WHEN GM
REPLACED
IGNITION
SWITCHES.



of Anderson, Inc.

5400 SCATTERFIELD ROAD

ANDERSON, INDIANA 46013

LOCAL - 642-8001 TOLL FREE - 1-800-395-8014

www.edmartin.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR TIM WILLIAMS	TAG NO 4333	INVOICE DATE 08/29/08	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR TEAL/	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 03/OLDSMOBILE/ALERO/2 DOOR COUPE	MILEAGE 27,865	DELIVERY DATE 06/30/03	DELIVERY MILES
ALEXANDRIA, IN	VEHICLE I.D. NO. 1 G 3 N F 1 2 E 8 3 C		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/26/08	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS E# 3.4_LITER_SFI_HO	MO: 27869	

JOB# 1 CHARGES-----

LABOR-----

J# 1 14CDZ DRIVEABILITY TECH(S):4338 249.00

CUST STATES ENG WILL NOT CRANK INTERMITTENTLY

SCAN FOR CODES - B1369,B1379,V1000,B1365- ALL CODES HISTORY

TEST FOR NO CRANK - CAN NOT DUPLICATE SYMPTOM - POSS. LOCK

CYL & IGN. SW. - WHICH COULD CAUSE LACK OF IGN. POWER TO

SET ABOVE CODES - 8/28/08 STARTED OVER 30 TIMES - NO

SYMPTOM -

8/29/08 - INSTALLED NEW LOCK CYL & IGN. SWITCH AND PROGRAM

THEFT SYSTEM - PER CUST. REQUEST - HAS NEVER ACTED UP

SINCE HERE

---NO GUARANTEE WILL FIX ISSUE---

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1 25832354 CYLINDER 2.188 175.00 175.00

1 22737173 SWITCH 2.188 110.00 110.00

TOTAL - PARTS 285.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

SD SENIOR DISCOUNT LABOR -24.90

SD1 SENIOR DISCOUNT PARTS -28.50

TOTAL - MISC -53.40

JOB# 1 TOTALS-----

LABOR 249.00

PARTS 285.00

MISC -53.40

JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 480.60

LIMITED WARRANTY STATEMENT AND
DISCLAIMER OF WARRANTIES

We value you as a satisfied customer, therefore, we extend a limited warranty on workmanship except for rust repair, etc. for a period of one year from the date of this document or from 12,000 miles from the odometer reading shown above, whichever comes first. Parts will only carry the warranty, if any, provided by their respective manufacturer(s). ED MARTIN OF ANDERSON ("ED MARTIN") DOES NOT EXTEND, AND EXPRESSLY DISCLAIMS, ALL PARTS WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ED MARTIN NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS. In order to claim under Ed Martin's limited warranty on workmanship, you must bring your vehicle to Ed Martin and present this document within one year of the date of this document or within 12,000 miles of the odometer reading shown above. Any and all work performed under this limited warranty will be done at Ed Martin's facility during normal working hours by appointment. Failure to deliver your vehicle to Ed Martin will void this limited warranty. This limited warranty does not cover work performed by any other repair facility, nor any problem or failure that is caused by abuse, misuse, acts of God, collision, vandalism or accident damage. This limited warranty does not cover any portion of the vehicle that was not worked on by Ed Martin's [repair facility] as part of the repair(s) set forth herein. This limited warranty is valid only for the person(s) whose name(s) is/are shown on this document. This limited warranty solely obligates Ed Martin to correct any defect in workmanship pertaining to the services shown herein, and expressly excludes any consequential damages, including, but not limited to, loss of use, loss of time, inconvenience, loss of income, or lost profits. Some states do not allow the exclusion or limitation of consequential damages, so the foregoing provision may not apply to you.

PAYMENT IN FULL DUE UPON RECEIPT OF VEHICLE. A monthly late charge of 1.5% (18% per annum) with a minimum charge of \$10.00 will be added to the balance of purchases and charges over thirty (30) days will be added to the balance on the account. You will also be responsible for Ed Martin's attorney fees and any other costs of collection for any unpaid balance.

TOTALS-----

* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD [] DISCOVER *

* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 249.00

TOTAL PARTS.... 285.00

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC -53.40

TOTAL TAX..... 19.95

TOTAL INVOICE \$ 500.55

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Ed Martin

