



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

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OWNER INFORMATION (Type or Print)

Daytime 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/6/2000

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) <i>(Located at bottom of windshield on driver's side)</i>		Make	Model	Year
1G3WT34T9MD377884		OLDSMOBILE	CUTLASS SUPREMACY	1991
Purchased Date	Dealer's Name	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
Aug 91	RYAN OLDS (NOW DEFUNCT) / Brogan Olds			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City	State	Zip Code	No. Cylinders
	METUCHEN / N. BRUNSWICK	N.J.		
Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain
5/91	<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Driver's Side Air Bag <input type="checkbox"/> Passenger Side Air Bag <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
				Vehicle Type
				<input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Sport Utility <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
				Body Style
				<input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
REAR CALIPERS (3x) BRAKE SYSTEM OVERALL	<input checked="" type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?
	Mileage at Failure(e)	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)	NHTSA Previously Contacted?
		<input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882



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September 11, 2000

Gentlemen:

The attached narrative is intended to ask you to consider a recall of the 1991 Oldsmobile Cutlass Supreme line for defective brakes.

6/2/1994. 20870 miles. ABS light comes on repeatedly. Three visits to dealer (Ryan) to correct problem.

5/26 1995. 25000 miles. Report brakes "slide and pull" to dealer—Ryan. Ryan replaces front brakes blaming wear on "front wheel drive weight."

8/20/98. 48801 miles. Ryan is now out of business. Take car to new dealer-Brogan Cadillac and Oldsmobile. Inform him of possible "frozen caliper" problem suggested by WM European car service. Brake pedal is going to floor and not recovering. Brogan diagnoses system and repairs brake switch and relief valve. NO mention of caliper problem.

6/8/99. 49246 miles. Car fails NJ inspection. Rear brakes are frozen throwing all function to front brakes. WM European repairs rear caliper pins with GM kit, installs new rear brakes and pads.

10/15/99. 50721miles. EDT tire company reports front brakes need replacement.

10/24/99. 50774 miles. WM European replaces front pads and rotors.

6/21/2000. 56181. Am advised by the court of a class action concerning the rear brake calipers. I speak with GM and file a claim (c 00667240). I am advised to take the car to a GM dealer to have the rear calipers repaired and then to become a party to the class action suit.

I take the car to Brogan and show them the litigation papers. They claim not to have heard of it. Am informed that the cost of the repair to the rear brakes will be nearly \$1000. I have no choice but to get the car repaired since the rear brakes are inoperative. I ask Brogan why they couldn't fix the rear calipers as the GM phone customer rep suggested. Brogan declares that the calipers they replaced couldn't be fixed and that they were probably not GM parts. We tried but couldn't, they said.

I immediately ask Brogan to arrange a meeting with the Olds rep to verify whether the parts replaced (which are in my possession) are GM parts or not. Brogan never gets back to me. I call GM and report the situation. They say they will call the dealer. To date, Brogan has never responded.

I have spent well over \$2000 trying to get proper functioning of the brakes without any real response from GM or its dealers other than to file my claim in court.

I believe that this pattern of incidents and the danger that they represent constitutes a reason to recall all affected Olds Cutlass Supreme models for free repair and reimbursement of costs entailed thus far.

Sincerely,

A large black rectangular redaction box covering the signature area.

PS I have repair receipts for all items noted in the narrative.