



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

RECEIVED

OFFICE DEFECTS INVESTIG

559179

Reference No.

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 1/15/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) W P O J A 0 9 2 5 B 3 8 2 1 1 3 8		Make Porsche	Model 928	Year 1981
Purchased Date 2/97	Dealer's Name Great Neck		Engine/Size (CID/CC/L) 8	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's City	State NY	Zip Code	No. Cylinders
Manufacture Date (on driver's door or pillar)	Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Restraint System <input type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input checked="" 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"/> 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) car battery	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input 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? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s)	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)	

APPLICABLE INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
--	---	--------------------------------	---------------------------	---

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):
 I purchased a battery for my car in May 12, 2000. In June of 2000 the battery exploded. My electrical system was damaged. I went back to the store after receiving a new battery to let them know that my car was damaged as a result. They told me that they can't help me. They told me to contact "Richard Oliver International" at 800-347-3474. Richard Oliver International never return my call until August 15, 2000. They have an unhelpful mechanic only. Discount auto told me that they returned the damaged battery to "Richard Oliver Intl". Richard Oliver Intl told me they can't help me.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 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 Enclosed letter from manufacturer

EXIDE

TECHNOLOGIES

↓ This company was set up
in order to handle claims arising
from battery damages.

December 22, 2000

[REDACTED]

Dear [REDACTED]

Exide has received your request for information regarding the status of your claim.

Enclosed find a copy of the letter sent to you from Richard Oliver International explaining the position regarding your claim.

Exide regrets that you have encountered this unfortunate situation but cannot accept liability without an opportunity to examine the battery.

Sincerely,

Brenda Santin

Brenda Santin
Claims Department

645 Penn Street Reading, PA 19601
P. O. Box 14205 Reading, PA 19612-4205
Phone (610) 378-0326 Fax (610) 371-0461

RICHARD OLIVER
INTERNATIONAL

→ The manufacturer of the battery

August 15, 2000

Richard Oliver
International, Inc.
Post Office Box 3903
Naperville, IL
60567-3903
(800) 847-8494

Dear [REDACTED]

You contacted Richard Oliver International concerning an allegedly defective battery manufactured by GNB. In reviewing this matter, our company is not able to honor your claim for damages.

The allegedly defective battery was purchased sometime in April or May. The battery was returned to Discount Auto Parts sometime in May, 2000 more than one month after the battery was purchased, Discount Auto Parts replaced the battery with a new one. No mention was made of any claim or damage to your vehicle. Accordingly, the spent battery was disposed of at that time. Then on August 15th, 2000 you claimed that this battery caused damage to your vehicle.

Your late notice of the claim has denied both GNB Technologies and Discount Auto Parts the opportunity to examine the battery and determine whether or not the battery was the cause of your problems. Therefore, on behalf of GNB Technologies, Inc., and Discount Auto Parts, we must deny your request for reimbursement.

The store wanted to know the reason why I was returning a ~~new~~ one month old battery. I told them the battery had exploded.

The store was notified of this problem, 20 days after receiving the new battery

Mario A. Cordero
Claims Analyst

cc: Discount Auto Parts #548
Attn: Jason
2695 Military Trail
West Palm Beach, FL 33409

place where the exploded battery was exchanged for a new battery.

The store manager told me that any claim arising from battery damaged must be made directly to the company.

- As a matter of fact, I started to fill out a claim form. The manager took it from me, and gave me the # to the manufacturer.