

U.S. Department
of TransportationNational 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

Date Received

 Date of
 Report
 od_r
 up_tr

Reference No.

559355

OWNER INFORMATION (Type or Print)

 Name
 Street
 City

 Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of your authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date: / /

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 163A655N1P6418690		Make Oldsmobile		Model Cutlass Ciera		Year 93	
Purchased Date 8/00		Dealer's Name		Engine Size (CID/CC/L)		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
☐ New ☒ Used		Dealer's City		State		Zip Code	
Manufacture Date (on driver's door or pillar)		Transmission Type ☐ Manual ☒ Automatic		Restraint System ☒ Driver's Side Air Bag ☐ Motorized ☐ Passenger Side Air Bag ☐ 2-Point Belt ☐ 3-Point Belt		Cruise Control ☒ Yes ☐ No	
				Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	
						Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Alternator		Location ☐ Left ☐ Right ☐ Front ☐ Rear		Failed Part(s) ☐ Original ☒ Replacement		Handicap Adaptive Equip ☐ Yes ☒ No	
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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?	NHTSA Previously Contacted?
	Mileage at Failure(s):				
	Vehicle Speed at Failure(s):				
				☐ Yes ☐ No	☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash ☐ Yes ☒ No		Fire ☒ Yes ☐ No		Number of Persons Injured 0		Number of Fatalities 0		Reported to Manufacturer ☒ Yes ☐ No	
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):

Copy of letter is attached. They denied my request for reimbursement stating that there was "no call to 800# for dispatch." However, the garage has a record that they did call for dispatch. I realize this part of the problem is out of your hand, but I wanted you to know the result of my letter.

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 administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
September 10, 2000

E.R.S. Inc.
NAPA Reimbursements
275 East Hillcrest Drive
Suite 203
Thousand Oaks, CA 91360

To Whom It May Concern:

On August 15, 2000, I had one of your alternators (part #1345690) put in my car. Actually, it was the second one that day because the first one was defective out of the box.

On August 29, 2000, my husband was driving home from work on the interstate when he heard a snap. The alternator light came on, and he pulled off the highway. The alternator had frozen up starting a fire that broke the serpentine belt. Luckily, my husband was able to extinguish the fire before it caused extensive damage.

We spent four hours the next day away from our jobs to take care of this problem. We had to get the paperwork from the shop in Lenexa, Kansas, and drive up to Camden Point, Missouri, where the car was so we could get it towed.

I have notified the National Highway Traffic Safety Administration, as I believe that you are selling a seriously defective and dangerous product.

I am including copies of all charges associated with the tow, new alternator, and the belt that was destroyed in the fire. Your guarantee states that payment will be made within two weeks; therefore, I will be expecting payment of \$358.62 by the end of September.

If you have any questions you may reach my husband, C [REDACTED] If he is unavailable please leave a message followed by * # 3.

Sincerely,

[REDACTED]

P.S. The first copy of this letter was sent out on September 11, 2000. However, the address that you printed on your guarantee was not correct, and it was returned which caused a delay of one week. I will now be looking for the reimbursement check no later than October 7, 2000.