



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

26-APR-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

744612

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G3NL12T9XC312787	OLDSMOBILE	ALERO	1999	

Purchase Date 01-JAN-2000	Dealer's Name _____	Engine Size (CID/CC/L 4CYL)	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☒ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
			Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10310000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 15-JAN-2000 300 Mileage at Failure(s) 65	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WINDSHIELD WIPER ON DRIVERS SIDE DOES NOT STAY ON WINDSHIELD. DURING RAIN STORM, GOING 60MPH ON INTERSTATE, WIPER STARTS ACROSS WINDSHIELD, GOES IN A SEMI CIRCLE, OUT AWAY FROM GLASS THEN HITS WINDSHIELD. IT GOES BACK AND DOES THE SAME THING, NEVER CLEARS THE GLASS FROM RAIN. IF A TRUCK GOES BY AND SPRAYS WATER, SNOW, SLUSH, THERE IS NO WAY THE WINDSHIELD CLEARS. YOU CAN'T SEE A THING. THIS HAS ALMOST CAUSED AN ACCIDENT. WE HAVE CALLED THE OLDS DEALERSHIP AND ALSO WHERE WE BOUGHT THE VEHICLE AND ALL THE ANSWERS WE GET IS THAT WE HAVE TO LIVE WITH IT. THEY TRIED PUTTING A NEW WIPER ON IT BUT THAT DID NOT SOLVE THE PROBLEM. SOMEONE IS GOING TO GET KILLED IF THIS CAN'T BE FIXED. WE HAVE HAD NO LUCK IN GETTING SOMEONE TO LOOK AT THIS. A MECHANIC DID A TEST DRIVE, SAW WHAT IT DID, BU

CONTINUE ON REVERSE

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.