



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

31-DEC-2001

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Reference No.

756255

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) (Location at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G3NL12TXXC428368	OLDSMOBILE	ALERO	1999	

Purchase Date 01-OCT-1999	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 08220100	Part Name(s) ELECTRICAL SYSTEM:INSTRUMENT PANEL:CLUSTER MODULE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 3	Date(s) of Failure(s) _____ 23-DEC-2001 Mileage at Failure(s) _____ 45000 Vehicle Speed at Failure(s) _____ 0	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 0	Number of Fatalities 0	Estimated Property Damag 	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS IS ABOUT THE THIRD TIME THAT I HAVE BROUGHT THE ALERO IN FOR REPAIR FOR THE SAME PROBLEMS. THE SERVICE DEPT CLAIMS THAT THEY CAN NOT FIX THE PROBLEM SINCE THEY CAN NOT RECONSTRUCT THE PROBLEM. HOWEVER, THE PROBLEMS ARE: DURING AND AFTER IT RAINS THE DRIVERS SIDE FLOOR IS WET, THE TRUCK POPS OPEN, THE DASHBOARD INSTRUMENT PANEL FAILS, THE RADIO FAILS, THE TAIL LIGHTS FAIL, THE KEYLESS ENTRY SYSTEM FAILS, AND THE CAR DOESNT START. THE PROBLEMS THAT THEY HAVE FIXED ALREADY HAVE BEEN BOTH DRIVER SIDE AND PASSENGER SIDE WINDOWS HAD TO BE REPLACED, THE LIGHTS ON DASH BOARD FIXED AND NOISE COMEING FROM UNDER THE BACK PART OF THE CAR. I GAVE THEM THE CAR ON 12/24/01 AND TOLD THEM I DO NOT WANT

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.