Form Approved: OMB No. 2127-0001

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 798

Date Received: **10-MAY-2002**

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. **8009562**

[redacted]

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.)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
(Located at bottom of windshield on driver's side)	OLDSMOBILE	ALERO	2001	

Purchase Dat		Engine Size
☒ New ☐ Used	Dealer's Name_____ City_____ State_____ Zip Code_____	(CID/CC/L ____ No Cylinders _____ ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other_____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
03270000	BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	☐ Left ☐ Front ☐ Right ☐ Rear	☐ Original ☐ Replacement

No of Failure	Dates of Failure(s)	Failed Part(s)	NHTSA Previously
	01-MAY-2002 Mileage at Failure(s 99000 Vehicle Speed at Failure(s)	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☐ No	☐ Yes ☐ No				☐ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKING IS NOT WORKING PROPERLY. PADS AND CALIPERS WILL EASILY WEAR DOWN. CONSUMER HAS REPLACED THE PARTS SEVERAL TIMES. CONTACTED DEALER, AND DEALER WAS NOT WILLING TO DO ANYTHING.*AK

CONTINUE OTHER SIDE IF NEEDED

Form Approved: O.M.B. No. 2127-0008

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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 798

Date Received: 10-MAY-2002 OFFICE DEFECTS INVESTIGATION

Od_or ____
rt_dt ____
od_rt ____
up_ltr ____

Reference No. 8009562

OWNER INFORMATION (Type or Print)

[redacted] 753313

Work Numbe [redacted]
Home Numbe

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 [redacted] Date 5-25-02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
1G3NL52E01C148779	OLDSMOBILE	ALERO	2001	36,5

Purchase Date: OCT 2000
☒ New ☐ Used

Dealer's Name: Meiderros Oldsmobile
City: Enfield State: CT Zip Code: Out of Business

Engine Siz (CID/CC/L): ____
No Cylinders: ____

☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injecto

Transmission Type: ☐ Manual ☒ Automatic

Antilock Brakes: ☒ Yes ☐ No

Restraint System: ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bel ☒ Passengerside Airbag

Cruise Contro: ☒ Yes ☐ No

Drive Trai: ☐ Front ☐ Rear ☐ 4-Wheel

Vehicle Type: ☒ Car ☐ Sport Uit ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other ____

Body Style: ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
03270000	BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	☒ Left + ☒ Right ☒ Front ☐ Rear	☒ Original and ☐ Replacement

No of Failures: Brakes / Pads replaced twice

Date(s) of Failure(s): 01-MAY-2002
Mileage at Failure(s): 29000
Vehicle Speed at Failure(s): ____

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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKING IS NOT WORKING PROPERLY. PADS AND CALIPERS WILL EASILY WEAR DOWN. CONSUMER HAS REPLACED THE PARTS SEVERAL TIMES. CONTACTED DEALER, AND DEALER WAS NOT WILLING TO DO ANYTHING.*AK Dealer went out of business, referred to Hoffman Olds. In Ellsworth. Total car needed brakes at 29000, took car to Scranton Chevrolet in Windsor CT and had brakes replaced, problem was still not corrected, brought the car back and they again replaced brake pads, brakes still grind continually very noisey, brought

CONTINUE ON BACK IF NEEDED

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

car back to Scranton - they test drove it with me and heard the loud noise, they checked out brakes, replaced caliper and out rotors, car still making noise, they are now attempting a new front axel, This is a safety factor as I can not tell if brake failure would occur as the car continuously grinds, making constant grinding at low speed and especially when turning left or right, I Have spoken to two other people who own Aeros and have had same problems, All of us own the sport package Aero! Please help as I am at the end of my rope, I have taken all the correct steps and the problem is still not corrected. I truly feel no one can come up with the reason, Work order sheets enclosed

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM
OR

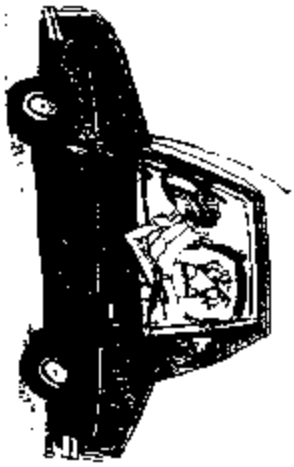
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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THE FOLLOWING PAGES ARE WITHHELD TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

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