



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 151

Date Received

03-JAN-2000

Od_or _____
R_dt _____
od_rt _____
up_ltr _____

Reference No.

854640

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) _____ (located at front of windshield on drivers side)		Vehicle Make OLDSMOBILE	Vehicle Model 88	Vehicle Year 1995	Current Odometer Reading
Purchase Date	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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10121000	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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 Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

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

THE PASSENGER SIDE POWER WINDOW STICKS AND WILL NOT GO UP. MOTOR WAS REPLACED AND NOW THE WINDOW WORKS INTERMITTENTLY. DEALER CANNOT FIND A PERMANENT SOLUTION. *AK

CONTINUED ON BACK (SEE)

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.

Vehicle Owner's Questionnaire

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

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

OWNER INFORMATION (Type or Print)

22 JAN 12:50
03 JAN 2000
OFFICE
INVESTIGATION

854840

151

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)		Vehicle Make OLDSMOBILE		Vehicle Model 88		Vehicle Year 1995		Current Odometer Reading 36,110	
Purchase Date 11-11-94		Dealer's Name 510 DILLON CHEV-OLDS-GEN		State NE		Zip Code 68008		No cylinders 4	
New ☒ Used ☐		City BLAIR		Engine Size (CID/CAL) 3.8 L/74		Fuel Injection ☒ Gas ☐ Diesel ☐ Turbo			

Transmission Type	☒ Automatic ☐ Manual
Antilock Brakes	☒ Yes ☐ No
Restraint System	☐ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag ☐ Motorcyclist 2-Point Belt
Cruise Control	☒ Yes ☐ No
Drive Train	☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	☒ Car ☐ Van ☐ Minivan ☐ Motorcycle ☐ Sport Ute ☐ Truck ☐ Other
Body Style	☒ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10/12/1000	Power power window	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE Power Window Right Front Door	Location ☒ Front ☐ Left ☐ Right ☒ Rear	Failed Part(s) ☒ Original ☒ Replacement	No of Failures 30 PLUS TIMES	Date(s) of Failure(s) JAN 1995 - RATED UP TO PRESENT Mileage at Failure(s) APPROX 3000 - 157 TIME Vehicle Speed at Failure(s) N/A INTERVIEW THAT OFFICER	☐ Yes ☒ No Failed Part(s) Available?	☐ Yes ☒ No NHTSA Previously Contacted?
-------------------------	--------------------------	--	--	---	---------------------------------------	--	--	--

APPLICATION INCIDENT INFORMATION

Crash	☐ Yes ☒ No	Fire	☐ Yes ☒ No	Number of Persons Injured	NA	Number of Salaries	NA	Estimated Property Damage	NA	Reported to Police	☐ Yes ☒ No
-------	--	------	--	---------------------------	---------------	--------------------	---------------	---------------------------	---------------	--------------------	--

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

THE PASSENGER SIDE POWER WINDOW STICKS AND WILL NOT GO UP. MOTOR WAS REPLACED AND NOW THE WINDOW WORKS INTERMITTENTLY. DEALER CANNOT FIND A PERMANENT SOLUTION. AK

FRONT RIGHT POWER WINDOW INTERMITTENTLY WILL NOT OPERATE, PROPERLY - WON'T RAISE TO CLOSE, WON'T OPEN. PROBLEM HAS BEEN BROUGHT TO DEALERS ATTENTION AND MOORE FOR RIGHT FRONT POWER WINDOW WAS REPLACED 1ST TIME 2-8-95. WINDOW OPERATION HAD FAILED WHILE ON TRIP TO SOUTH WEST AND AT THAT TIME IT WAS RAISING HARD WITH WINDOW DOWN, I FINALLY MANUALLY GOT IT CLOSED

The Privacy Act of 1974 (Public Law 93-579) has information 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.

Auto is currently serviced by REMAN 0705
1454 11157

148 & W. 77E RD

0 MAHA DE 65144

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED) THE DEALER NEAR US, REAGAN OLDS, HAS ATTEMPTED TO HELP DETERMINE CAUSE WITH POOR RESULTS.

AND TAPED OPERATION SWITCH SO NOT TO OPERATE OR ATTEMPT TO OPERATE IT UNTIL RETURNING HOME TO OMAHA IN LATE JANUARY 1995, THIS DONE AT 5229 MILES. ^{STILL THE} WINDOW FAILED OFF & ON STOPPED BY DEALER OFTEN SINCE THEN & IF SWITCH JIGGLED/WIGGLED AND/OR IF RIGHT DOOR OPENED & SLAMMED SHUT IT WOULD AGAIN OPERATE O.K. MANY OF THESE TIMES NO WORK-ORDER EVEN MADE OUT. FINALLY ON 2-3-98 OLDS DEALER REPLACED RIGHT FRONT WINDOW SWITCH AT 27449 MILES - SOON SAME MALFUNCTION BACK AS ORIGINALLY. LAST TIMES CONTACTED DEALER 9-14-99, 9-2-99 & 10-7-99 ON MALFUNCTION AND EACH TIME BY WIGGLING SWITCH OR OPENING & SLAMMING RIGHT FRONT DOOR THE POWER WINDOW ON RIGHT FRONT DOOR WOULD OPERATE BUT WITHIN DAYS IT WAS BACK AGAIN MALFUNCTIONING. PLEASE FIND SOME WORK ORDERS ENCLOSED. ^{WINDOW HAS FAILED IN} VERY COLD WEATHER AS WELL AS RAINY WEATHER AND GOOD WEATHER. THIS HAS BEEN VERY FRUSTRATING AND SURELY CAUSES DISTRACTION ESPECIALLY IN COLD, WET UNCOMFORTABLE WEATHER. OLDS CUSTOMER SERVICE AT 1-800-442-6537 HAS BEEN CONTACTED IN PAST & THEY SUGGESTED WORK WITH DEALER AS WE HAVE WITHOUT SUCCESS.

U.S. 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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



MOTOR CENTER

OLDS · HONDA · MITSUBISHI · LEASING



78th & Dodge Sts. OMAHA, NE 68114

Olds (402) 393-7801 • Honda (402) 393-7808

Mitsubishi (402) 393-7801

DATE ENTERED 09 FEB 85	YOUR ORDER NO. 10000000000000000000	DATE SHIPPED 09 FEB 85	INVOICE DATE 09 FEB 85	INVOICE NUMBER 242279A
---------------------------	--	---------------------------	---------------------------	---------------------------

ACCOUNT NO. 50

ENGLAND

PAGE 1 OF 1

[illegible]

**NO RETURNS WITHOUT THIS INVOICE.
RETURN POLICIES ON REVERSE SIDE.**

TERMS OF SALE
ALL CHARGE
ACCOUNTS DUE
10th OF MONTH
FOLLOWING PURCHASE

5043

82619

INVOICE


Reagan Olds
 330-0400 148th & Center
 OMAHA, NEBRASKA 68144

PAGE 1

SERVICE ADVISOR: 6934 KATH HATCHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN MET.	1995	OLDSMOBILE DELTA 88	1G3HN52KCS4826450		29353/29353	T0371
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	AT P.O. NO.	RATE	PAYMENT
01JAN1995			17:00 23SEP98			CASH
R.O. OPENED	READY	OPTIONS: TRN:A 2)MOD#-N69H 4)AIR=Y 5)PS=Y				
		6)TURBO=N				
10:10 23SEP98	14:27 23SEP98					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST SAYS LEFT TURN SIGNAL BLINKS VERY SLOW & IF YOU TURN LOWEAMS HEADLIGHTS ON WON'T BLINK AT ALL							
17 REPLACED BAD SOCKET & BULB LEFT REAR							
PARTS:				113 C 1.50		82.50	82.50
				LABOR:	82.50	OTHER:	0.00
					TOTAL LINE A:	82.50	82.50

B FREE VEHICLE INSPECT.

21 FREE VEHICLE INSPECT.

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

ALL PARTS IDENTIFIED WITH W- PRECEDING DESC
 ARE COVERED UNDER LIMITED LIFETIME SERVICE
 GUARANTEE ON GM GOODWRENCH SERVICE PLUS.

Thank you for your business

Your complete satisfaction is our #1 concern. If you have any questions, comments, or if we can be of further assistance please contact us.

SERVICE HOURS:

MON. - FRI. 7:00 AM - 6:00 PM
 8:00 AM - 1:00 PM

TS HOURS

7:00 AM - 5:30 PM
 8:00 AM - 1:00 PM

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. THERE WILL BE A \$10 FEE CHARGED ON ALL RETURNED CHECKS.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	82.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGE	0.00
TOTAL CHARGES	82.50
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	82.50

CUSTOMER COPY



Reagan Olds INC.

330-0400

145th & Center

OMAHA, NEBRASKA 68144

CUSTOMER NO. 6612	ADVISOR MARVIN J. FOSTINA	DATE 8/20/81	INVOICE DATE 8/20/81	INVOICE NO. 1100111
	LICENSE NO.	MILEAGE 17449	COLOR TAN-NE 1-7	STOCK NO.
	YEAR/MAKE/MODEL 73/OLDSMOBILE/CHEVY EIGHT/4 DR 3074	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 1C3HN52K0S4006450	SELLING DEALER NO.	PRODUCTION DATE	
	P.O. NO.	R.O. DATE 02/03/78		
COMMENTS				

LABOR & PARTS

JOB # 1.170LZ2

BODY ELECTRICAL

HOURS

0.20 TECH(S) 18000

WARRANTY

RIGHT FRONT WINDOW SWITCH HANGS UP AND WILL KEEP MOTOR
 RUNNING UNLESS YOU SWITCH FROM SIDE TO SIDE
 SWITCH STICKING
 CC-VB/EC-10/H2144
 REPLACE RIGHT FRONT WINDOW SWITCH

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	2558087	SWITCH AS 10.777		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
DISC	CODE	DESCRIPTION	CONTROL NO.		WARRANTY
JOB # 1	263	FAC WARE DED C			8.49
JOB # 1	2640	FACTORY DEDUCTIBLE C			8.49
(TOTAL - DISC)					8.49

ESTIMATE

CUSTOMER'S NAME AND ADDRESS

COMMENTS

THIS IS A

TOTALS

ALL OF US AT REAGAN OLDS WOULD LIKE TO THANK YOU FOR YOUR BUSINESS AND FOR THE EDUCATION CUSTOMER SERVICE SECTION HAS GIVEN US.	TOTAL LABOR	0.00
IF YOU HAVE ANY CONCERNS, PLEASE CALL US AT 330-0400.	TOTAL PARTS	0.00
JOE T. ISHMAN, SERVICE MANAGER	TOTAL DISC	0.00
	TOTAL GROSS	0.00
	TOTAL NET	8.49
	TOTAL TAXES	0.00
	TOTAL INVOICE	8.49

PAID
 FEB 03 1982
 11/24/81



**GM QUALITY
 SERVICE PARTS**



GENERAL MOTORS CORPORATION

5043

78176

INVOICE



PAGE 1

OMAHA, NEBRASKA 68144

SERVICE ADVISOR: 6413 SHANNON DEWINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/ OLT	TAG	
TAN MET.	95	OLDSMOBILE DELIA 88	1G3HN52K0S48C6450		28780/28780	T0888	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN95			17:00 01JUN98			CASH	01JUN98
R.O. OPENED		READY	OPTIONS: TRN:A 2)MCD#-N69H 4)AIR-Y 5)PS=Y				
13:13 01JUN98		16:43 01JUN98	6)TURBO=N				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A RE POWER LOCK WILL NOT WORK AT TIMES AND SEEMS TO JAM UP WHERE THE KEY WILL NOT EVEN WORK. SEE SHANNON.							
17 CK FOR CAUSE, FOUND BAD ACTUATOR RETAINER.							
REPLACE RETAINER, CK SYSTEM, CK.							
5826 C 1.00							
25664043 ACTUATOR							
PARTS:	6.87	LABOR:	55.00	OTHER:	0.00	TOTAL LINE A:	61.87

EST: 89.00 01JUN98 13:13 SA: 641.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 5.50

ALL PARTS IDENTIFIED WITH W- PRECEDING DESC ARE COVERED UNDER LIMITED LIFETIME SERVICE GUARANTEE ON GM GOODWRENCH SERVICE PLUS.

PAID
JUN 01 1998

01JUN98

Thank you for your business

Your complete satisfaction is our #1 concern. If you have any questions, comments, or if we can be of further assistance please contact us.

SERVICE HOURS:

MON. - FRI. 7:00 AM - 6:00 PM
SAT. 8:00 AM - 1:00 PM

PARTS HOURS

MON. - FRI. 8:00 AM - 5:30 PM
SAT. 8:00 AM - 1:00 PM

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. THERE WILL BE A \$10 FEE CHARGED ON ALL RETURNED CHECKS.

CUST

DESCRIPTION

TOTALS

LABOR AMOUNT	55.00
PARTS AMOUNT	6.87
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MSC. CHARGES	5.50
TOTAL CHARGES	67.37
LESS INSURANCE	0.00
SALES TAX	0.45
PLEASE PAY THIS AMOUNT	67.82

CUSTOMER COPY