



# DOT Auto Safety Hotline

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

**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 1375

Date Received

2003 MAY 27  
11-MAR-2003

Repository

Reference No.  
10011370

### OWNER INFORMATION (Type or Print)

Name

Address

City GRAND RAPIDS

State MI

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

### VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of dashboard  
1GMDU06E9VD281333

Make PONTIAC

Model TRANSPORT

Model Year 1997

Date Purchased

5/27/2000

Dealer's Name and Telephone Number

Sunny Chevrolet Inc, 616-792-2274

Engine:  
No. Cylinders

Fuel Type:  
unleaded

Original Owner

Dealer's City

Wayland PA

State

MI

Zip Code

49318

Transmission Type

automatic

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

121100 EXTERIOR LIGHTING:HEADLIGHTS:CONCEALMENT DEVICES

Multiple Failure: 1

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-FEB-2003

Failure Mileage

Failure Speed

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1A9ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

### APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE HEADLIGHT LENS POPPED OFF WITHOUT WARNING, THE MECHANIC DIAGNOSED THE SEAL AROUND THE LENS WAS EXCESSIVELY CORRODED. \*JB

From  
Sent:  
To:  
Subj:

/State Farm@STATE FA

C.R.A.S.H. research regarding Lamp Failure in a 1998 PONTIAC TRANS SPORT SV Sport Van resulted in our finding following information that may be relevant. If you have any questions please call me at [REDACTED]

Source: CRASH  
Date Opened: 05/11/2001  
Document Number: CPE2001-034  
Date Closed:  
Model Year(s): 1997, 1998  
Manufacturer: GENERAL MOTORS CORPORATION  
Makes: Cadillac, Chevrolet, Pontiac

Year/Make/Model: 1997 - 1998 Cadillac De  
1997 - 1998 Chevrolet Venture  
1997 - 1998 Pontiac Grand Prix, Trans Sport

Summary:  
Lamp Failure  
Details:

The C.R.A.S.H. unit currently has 38 complaints regarding the headlamp lens falling off the vehicle when there is no evidence of impact to the headlamp or surrounding area. At this time there are no recalls, government investigations, Manufacturer Service Bulletins regarding this type of failure.

Please ask the vehicle owner to report this failure to the National Highway Traffic Safety Administration at 1-800-484-4844 or on-line at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)

Pontiac Customer Assistance can be reached at 1-800-762-2773  
Chevrolet Customer Assistance can be reached at 1-800-222-1  
Cadillac Customer Assistance can be reached at 1-800-468-604

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Technical material is provided for your information only. Proper interpretation is the responsibility of the address.

Note: This is not a NHTSA recall or investigation occur

*Called  
5/11/03*

6  
 Wednesday, February 20, 2002

This is a service VME that applies to 2002 Chevrolet Silverado and GMC Sierra CK GMT 800 2500 HD and 3500 series trucks with the 6600 Duramax diesel LB7. It is in regards to a P0181 DTC. Some customers may have experienced the malfunction indicator lamp illuminated after the use of the engine coolant heater. The codes stored will be a P0181 for federal emissions, or a P0181 and P0116 for California emissions. The code P0181 is a DTC for the fuel temperature sensor. The DTC description may be reviewed in SI 2000, document number 823090 or a 2002 vehicle. The control module turns off the mil light after three consecutive emission cycles that the diagnostic runs and does not fail. This history DTC clears after 40 consecutive warm up cycles if no failures are reported by this or any other emission related diagnostics. Customers that use their coolant heaters in temperatures between ten degrees Fahrenheit and 32 degrees Fahrenheit are most susceptible to this inadvertent setting of the DTC. The diesel supplement in section 2-0, Starting Your Diesel Engine, advises the following: You may wish to use your coolant heater to improve ease of starting at temperatures between zero degrees Fahrenheit and minus 20 degrees Fahrenheit. Keep the coolant heater plugged in for a minimum of four hours; however, above minus 20 degrees Fahrenheit use of the coolant heater should not be necessary. If a customer's vehicle has experienced this DTC code and is related to the use of the block heater, do not attempt repairs. This condition is caused by a calibration error and will be corrected with a service calibration release in the late April timeframe. This is Bill Carnovelli, Brand Quality Manager for diesel engines.

Handy  
 88629815  
 #629815

7. Wednesday, February 20, 2002

Some owners of 2002 Intrigues may complain that the windshield wipers fail to park in the normal depressed park position and remain in the vertical position when turned off. This may be caused by the park tab bending when the wipers try to park with heavy snow packed in the cowl area. To correct this condition replace the motor bracket, part number 12368639, and the depressed park mechanism, part number 12494832. The assembly plant put a containment action in place and has begun production with the revised motor brackets the week of 2-18 of '02. This condition will not affect past model vehicles since the motor bracket was changed for the 2002 model year. Thank you; this is John Woodrich, Brand Quality Manager for the Intrigue.

88629817

#629817  
 Handy

APR 09 2002

8. Wednesday, February 20, 2002

This is a service VME for all Chevy, Olds and Pontiac dealers regarding headlamp capsule replacements on '97 to '98 Ventures, Silhouettes and Montanas. Customers with '97 and '98 U-vans may have experienced problems with leaking headlamps or lenses falling off. We've received several calls from customers who have been quoted prices of roughly \$300.00 for replacements of a light. They subsequently go to an outside source for repair. Bulletin 000842003 released headlamp capsules, which are considerably lower in price. Currently \$50.25. Please share this information with your parts department. If you need to replace a headlamp on a U-van, please use the parts in bulletin 000842003 and keep a customer in your store. This is Tom Geist, Brand Quality Manager for Venture, Silhouette and Montana, at 810-947-8880. Thank you.

88629818

#629818

Handy

APR 09 2002

**From:**  
**Sent:**  
**To:**  
**Subject:**

C.R.A.S.H. research regarding head lamp failure in a 1988 PONTIAC GRAND PRIX GT Sedan resulted in our finding the following information that may be relevant to the cause of loss.

The C.R.A.S.H. Unit has been receiving inquiries regarding lamp failure occurring on certain GM models including the 1988 Pontiac Grand Prix. It appears these lamps have bad silicone around the lens. The lens sealant hardens, cracks and falls off. The first sign is condensation in the lamps. Attached is a GM Technical Service Bulletin regarding condensation, but it doesn't address hardening sealant. We've been advised of several GM dealerships handling rep vehicles under warranty.

Our insured may want to discuss this issue with Pontiac Customer Assistance at 1-800-762-273

If you have any questions please call me at [REDACTED]

Thank you,  
[REDACTED]

\*\*\*\*\*  
**GM Technical Service Bulletin 63-82-08A Exterior Lamp Condensation/Replacement Guideline**

Some exterior lamps, such as cornering, turn signal, backup and headlamps or tail lamps may exhibit very small drop of water, a fine mist or white fog (condensation) on the inside of the lamp lens. This may be more noticeable on lamp with "multi-lens" designs, and may be normal during certain weather conditions.

Any of the conditions below would indicate the need to service the lens or lamp assembly:

- ^ If this condition covers more than half the surface of the lamp lens
- ^ An accumulation of water in the bottom of the lamp assembly
- ^ A condition that won't clear when the vehicle is parked in a dry environment or when the vehicle is driven with the headlights "on".

Detailed information regarding this bulletin can be provided by C.R.A.S.H.

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Note: This is not a NHTSA recall or investigation document.

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ACT (FOIA), 5 U.S.C. 552(b)(6).**