



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

DOT Auto Safety Hotline
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 252

Date Received

Repository ☐

2003 MAY 27 PM 12:01

Reference No.

10014691

OWNER INFORMATION (Type or Print)

Name

Address

City

DICKINSON

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

none

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of a signature, name or address to the vehicle manufacturer.

Signature of Owner

Date 4/15/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2G2FV22G8X2208948

Make

PONTIAC

Model

TRANS AM

Model Year

1999

Date Purchased

5-15-99

Dealer's Name and Telephone Number

Bay Pontiac (202) 337-2521

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

Dickinson

State

TX

Zip Code

77531

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

162300 STRUCTURE:BODY:DOOR

Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)

28-MAR-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: DOTM19ABC036)

☐ 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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

None

Number of Deaths

None

Reported to Police

N

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

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 DOOR PANELS CRACKED. *JB

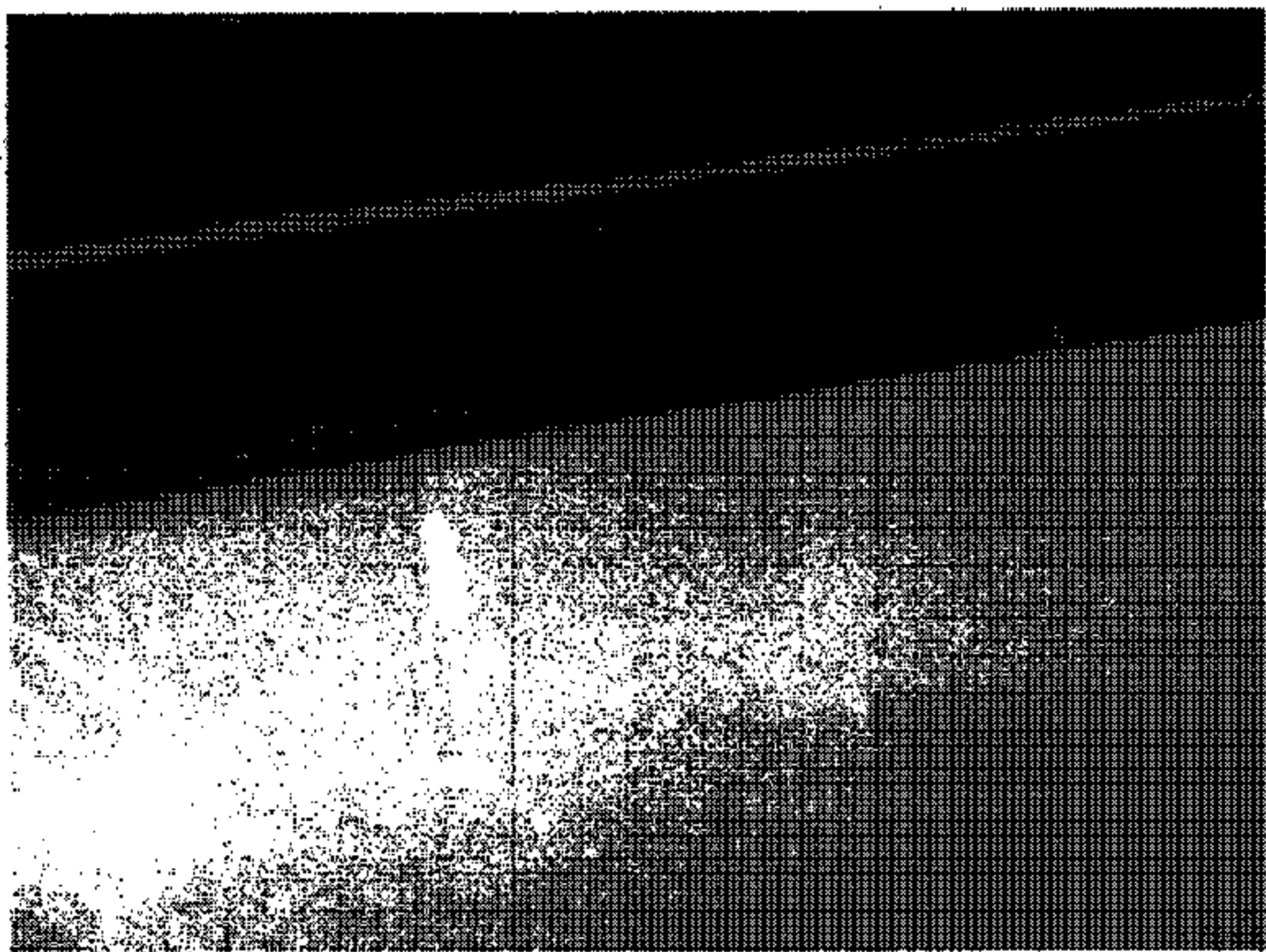
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

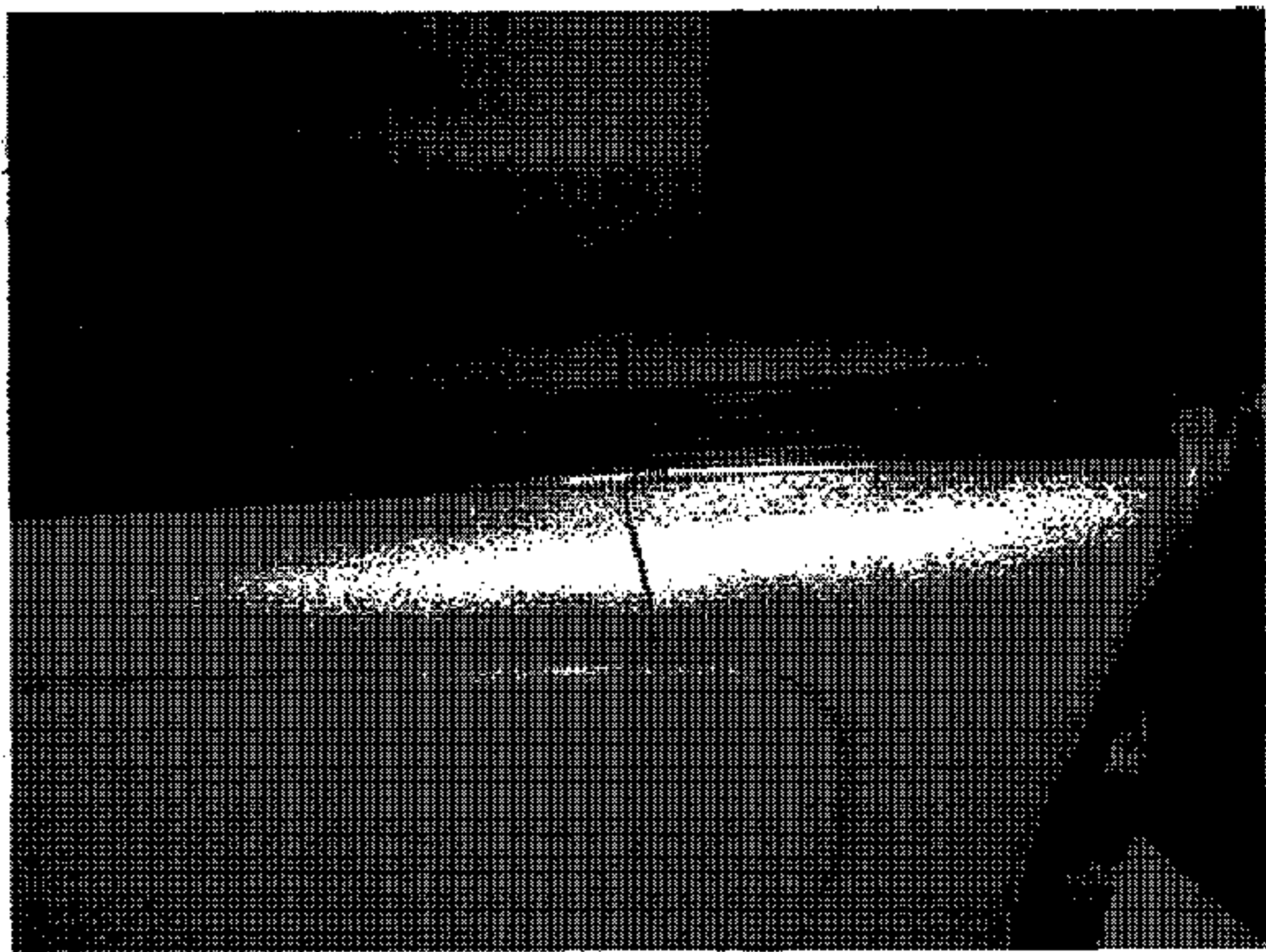
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with enforcement or litigation against a Manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



my car 1999 Trans Am



downer side



Passenger data: 1.1.1

Beutinger classifies

6. Have you filed a complaint with another agency? ☒ Yes ☐ No

If yes, what agency did you complain to? ☒ Better Business Bureau ☐ J.P. Court ☐ Police Dept. ☐ Legal Aid
☐ Other Atkin Army, Marvin Zindler (small)

What action was taken by this agency?

Atkin Army - Asked me to contact the Attorney General, BBB, and to call the recall # for automobiles

7. Do you have a private attorney representing you in this matter? ☐ Yes ☒ No

8. Please describe your complaint in detail (attach extra sheets if necessary).

Made several phone calls to Pontiac (I have a file # with them - file # 1-70293447) Corporation at the last part of February 27, 03, by Email (at that time my car I believe had 57000 miles) then I spoke to them personally numerous times in February and in March. I spoke to Brenda Tolent, Debra G and Kyle Johnston about the situation with my door panels to my car dacking. The driver side is about 4" to 5" long and the passenger side is 4" to 6" long. I also took my car to Gary Pontiac in Dickinson and showed my car to John Hunter on either March 3rd or 5th 2003. John, Charles and Jeff Johnson looked at my car doors and took down some information of the doors and told me that someone would be in touch with me sometime that week. I received a phone call from John on 3-7-03 to bring my car in on Wednesday March 12th and another client also had the same problem so I did with my doors (in the same place and location) and that Omar District Am Rep. for Houston would be in to see the matter. At 8:00 am on 3/12/03 I took my

9. Have you complained to the business? ☐ No ☒ Yes If yes, when? 3-3-03 Took car to Gary Pontiac.

What was the businesses response?

Basically Pontiac (the corporation) and when Omar (Gen or Regional Manager for Houston) came to Gary Pontiac said that there was nothing that he could do.

10. What do you believe would be a fair resolution to this matter?

I believe that this is a factory defect and the door panels in my car should be repaired.

Texas law prohibits us from giving legal advice or opinions or acting as your personal attorney. If you desire legal advice, we suggest you consider contacting a private attorney to discuss your complaint.

The above statements are true and accurate to the best of my knowledge.

Signature

Date

4-11-03

Car in. At 2:00 pm that day I received a phone call from Charles Stagger (?) and was told that nothing could be done about my car, and If I wanted to find out why I could talk to Jeff Johnson (service manager). When I talked to Mr. Johnson (after I got off of work) he told me that per Omar there was nothing that could be done. (As per Omar he told Mr. Johnson that it looks like I sat on my door.) While speaking to Mr. Johnson I asked him If the other client who had the same problem as I did (I was the 1st one to bring my car in with this problem) he was not able to answer me. I also asked him if I could speak to this other client, but did not get any response from him. * I have pictures of my door on a floppy if needed.

Thank You,



only information that I have is verbals to the Service Reps at Pontiac, and at Gay Pontiac.

At Pontiac file # is 1-76893447 (800-762-2731)
spoke to Donna G, Brenda, Jolene and Kelle
Johnston on numerous occasions in the end
of February to 2nd week of March 2003.

* At Gay Pontiac in Dickinson, TX (281) 337-2521
spoke to Jason Hunter in March 3rd (I believe) 7th 2003
and took my car in on March 12, 03 so that
Dear GM District Rep. for Houston could inspect
my car and another clients car at that time
(Gay Pontiac stated have documented my visit on
March 3rd - Jason Hunter, Charles Stagger, Jeff
Johnson witnessed the doors at the time
of visit when I showed them the doors the
first time -). I do have pictures of
my car and doors on a floppy if needed to
be seen.

Thank You,

hmc#

Cell#