



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 100145

Date Received

Repository ☐

2003 JUL 27 AM 8:59

Reference No.  
10017567

### OWNER INFORMATION (Type or Print)

Name

Address

City

TEMPERANCE

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an owner's signature, your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/12/03

### VEHICLE INFORMATION

Make

PONTIAC

Model

MONTANA

Model Year

2001

Date Purchased

JUNE 30 01

Dealer's Name and Telephone Number 1-800-222-4099

BROWN PONTIAC 419-581-0151

Engine

No: Cylinders

Fuel Type:

REG.

Original Owner

☒

Dealer's City

TOLEDO

State

OHIO

Zip Code

43615

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FT WHEEL DRIVE

Vehicle Component Code

020000 SUSPENSION

Multiple Failures: 1

YES 8 OF 9 TIMES TO  
SUSPENSION SAME THING.

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

Incident Date(s)

4-23-02

Failure Mileage

13305

Failure Speed

ALL

Failure Happens AT TAKE OFFS + SLOW FOR SOMEONE TURNING  
IN FRONT OF YOU. THEN YOU STEP ON GAS.

### 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: DOTM15ABC036)

☐ 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), condition(s), and injury(ies).)

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(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).

WHILE DRIVING, THE FRONT END OF THE VEHICLE VIBRATED. \*18

AND AT SLOW DOWN FOR SOMEONE TO TURN THEN STOP ON SIDE.

IF YOU STOP AT A STOP SIGN AND GO TO STEP ON GAS, IT WILL GO A LITTLE THEN  
NOTHING OR GRIND. THEN YOU ARE BUT IN THE MIDDLE OF TRAFFIC AND IT  
WILL NOT GO. WE ALMOST GOT HIT PULLING OUT IN TO TRAFFIC. THE DRIVER DOES NOT  
KNOW WHAT IS WRONG ELECTRIC OR MECHANICAL.

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 administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]  
[REDACTED]  
Temperance, MI  
[REDACTED]

*April 28, 2003,*

*To Whom It May Concern:*

*Enclosed you will find the information needed to file a claim with the Better Business Bureau.*

*The vehicle in question is a 2001 Pontiac Montana. We purchased this vehicle June 30, 2001. We began having trouble in April 2002 as you will see by the enclosed paperwork. The problem is a hesitation when accelerating after at a complete stop or when slowing down and then accelerating.*

*We have had the vehicle in to Brown Pontiac's service department numerous times. They have never been able to determine if this problem is an electrical or mechanical problem. Each time the service department finds something wrong with the vehicle, they fix that problem, return it to us only to find the problem we brought it in for is not fixed. It is hard to believe that a vehicle that is less than 2 years old could have so many problems, yet the one problem we are bringing it in for, cannot be fixed. Brown Pontiac's Service Department has been very helpful and our complaint does not lie with the way their department is run, only that they cannot find what the problem is.*

*At this point, we are at our wits end. The problem with the van is ongoing and we feel it is a safety issue for our family. We feel that we are entitled to a new vehicle since it is apparent that this problem cannot be fixed.*

*Sincerely,*  
[REDACTED] ( [REDACTED]

# MY PONTIAC SUCKS COM

[My Problem](#)[The Letter](#)[American Comments](#)[Pontiac's Solution](#)

Updated: 12 Feb 2001

I've recently been contacted by General Motors' legal department regarding my Pontiac Grand Prix GTP's problem. We're currently working out a repurchase and/or trade in. My biggest concern is why it took this long to take care of my problems.

## The Magnuson-Moss Warranty Act

If you are considering purchasing a Pontiac (or GM vehicle for that matter), peruse the following website and discover how a regular consumer (like yourself) has been treated by Pontiac and General Motors. It is my sincere hope that you will reconsider your purchase. I do not want anyone else to have to experience the poor service and complete stonewalling that I have.

I purchased my '99 Pontiac Grand Prix GTP in June of '99. I had car problems almost from the beginning. After a year of problems, I wrote a letter to the CEO of General Motors. I complained about everything that I had been through to date. Copies of the letter were sent to Pontiac Motors, Better Business Bureau of Chicago, Consumers Union, National Highway Traffic and Safety Admin., and the Attorney General of Illinois.

That letter follows:

Mr. Richard G. Wagoner  
General Motors Corp.  
485 W. Milwaukee St.  
Detroit, MI 48202

Monday, July 10, 2000

Re: My problems with a 1999 Pontiac Grand Prix GTP

I have a problem that needs to be resolved on a timely basis. I purchased a 1999 Pontiac Grand Prix GTP from [A Pontiac Dealership] located in [My Hometown], Illinois on June 19, 1999. Almost from the outset of my contract, the vehicle has been plagued with a variety of problems. A list follows.

9/30/99 - Left rear window/door rattles

10/6/99 - Driver's door panel is loose and falling off, bad power steering pump

12/21/99 - Left rear window/door rattles, driver's door panel is loose and falling off, driver's information center is inoperable (Car computer)

1/19/00 - Left rear window/door rattles, interior sunroof trim is loose and falling off, driver's information center replaced

3/1/00 - Left rear window/door rattles, sunroof trim replaced, hesitation upon acceleration problem

4/24/2003

4/28/00 - Left rear window/door rattles, hesitation upon acceleration problem  
6/6/00 - Driver's door panel is loose and falling off, hesitation upon acceleration  
6/30/00 - Took [Dealership] General Manager [GM's name] for a drive to show him the acceleration problem  
7/3/00 - Driver's door panel replaced, hesitation upon acceleration  
7/10/00 - Informed vehicle is repaired, took it for a test drive, the problem has not been resolved

This list of events does not include the times I've brought the vehicle in to take [The Dealership] employees for a test drive to demonstrate the various problems and schedule repairs later on when the time was available. Often I would drive the car with the deficiency for a long period of time (9 months until the door-rattling problem was rectified, 5+ months and counting with the acceleration hesitation problem). I would like these problems fixed on a timely basis or I would like a vehicle that functions properly. I am paying for a Grand Prix GTP and I am not receiving the product nor the service that I paid for. I can honestly say that the only time I was happy with this vehicle was within the first month of ownership. Since that time, this Pontiac has been plagued with problems and the service department's inability to solve those problems efficiently.

Mr. Wagoner, I would like you to regain my confidence in my vehicle. I am very unsatisfied that my vehicle is of such poor quality. I am very unsatisfied that the repair and service department is of such poor quality. I am equally as disappointed in the poor customer relations that GM and Pontiac have demonstrated. I am a young man with an excellent career. I will be purchasing many more vehicles over the course of my life. This is my first GM vehicle and will be my last if I do not see any action on this issue. I believe that this car was poorly constructed in the GM factories. One might call this car a lemon. I am a very vocal person and I will tell everyone who asks how I feel about my new sporty vehicle. I find it very hard to believe that a company of GM's stature would treat its customers in that way that I've been treated and expect loyalty from these same customers.

I feel that this acceleration hesitation problem is a safety issue. I do not feel safe pulling into traffic at times because I do not trust the vehicle to perform adequately. This is completely unacceptable. My personal safety is of the utmost importance to me and I hope that it is as important to Pontiac and GM.

I have contacted Pontiac Customer Relations and GM Customer Relations repeatedly (Ref. #C00405190) and have seen no action or received any phone calls or mailings from these departments. I would have, at the very least, expected a phone call from Pontiac Motors. The only things I receive are these customer satisfaction surveys, which don't do any good since I've filled those out. PM and GM know that I am not satisfied.

My occupation ... keeps me quite busy and I have little time available to be dealing with this vehicle on a monthly basis at the dealership. I have to rearrange my work hours to drive back and forth to the dealership and my loner cars have been, for the most part, less than adequate for a man of my physical stature.

The purchase of this vehicle has amounted to nothing more than a large, expensive inconvenience. If GM and Pontiac can do nothing to solve my problem, I hope that you can get involved to help rectify my problems.

Enclosures (13)

cc: Attorney General of Illinois  
Pontiac Motors

4/24/2003

**Better Business Bureau of Illinois  
National Highway Traffic Safety Administration  
Consumers Union**

In August of 2000, I went for a drive with the Area Service Representative (ASR) of Pontiac. He informed me that the hesitation during acceleration was due to the car searching for a gear to shift to. I thought about it and I asked myself, "Why is the car searching for a gear when I'm already in fourth (the top gear) and trying to accelerate?" I attempted to get in touch with the ASR for about a month before I was successful. I had my last appointment with the ASR and a mechanic at a local dealership on September 14<sup>th</sup> of 2000. Now I'm being told that the hesitation is due to something called the Torque Converter, which is running within specifications.

My vehicle has been having this same hesitation for months now. I've taken different mechanics and the general manager of the dealership for a drive. I've shown the hesitation to them. They've replaced the car computer, ignition coils, a solenoid and a valve body in their attempt to rectify the problem. Now I'm being informed that the source of my woes happens to be the Torque Converter and that it is operating correctly.

What really cracks me up is that all of the loaner vehicles I've driven have not had the same problems. The service representative tells me that the vehicle has to 'learn' my driving style and adapts the vehicle to it. The car is either a slow learner or a piece of crap. You figure it out.

I am fed up with Pontiac's inability to correct my vehicle's deficiency. My time and money are valuable to me while Pontiac and General Motors insist on wasting them.

**My question:**

**Was Pontiac misdiagnosing my problem for twelve months and costing me much time and energy in their misguided attempts to solve the problem?**

**....or....**

**Were Pontiac and General Motors stonewalling me because they couldn't figure out what the problem was and thought that the problem would go away if they ignored it?**

**Pontiac's Solution:**

**Either a trade/repurchase or a straight up repurchase of the vehicle.**

**American Comments:**

**I contacted General Motors...had a Product Allegation File Number like you.. "Supposed" neutral engineer came and looked at my car, and of course, all was fine. I had my motor die..and lost control ...no**

**steering or brakes...BOY GM SUCKS!.....So soon, I will be trading with the dealer...he will have my car, an insurance check...and then I will have to pay him a few thousand for another car...I just briefly looked at your site, did you have or do you have an attorney?**

**-Anonymous U.S.A**

**Yes, I finally contacted one. (See the link at the bottom of this page)**

**I cannot believe that they are giving you such a runaround! The time and stress this has already cost you should warrant a replacement vehicle at least! Have you looked into the Lemon Law?**

**4/24/2003**

Good luck!

-Dan P. Chicago, Illinois

Yes, the lemon law applied and so does the Magnuson Moss Warranty Act.

I'm sorry to hear about how poorly you've been treated by General Motors. I myself own a Ford and have been very happy with the performance of it thus far. I owned a Chevy for a few years and experienced many similar problems, including defective interior issues, poor acceleration, and many excuses from the maintenance department. It's a shame that General Motors is not working harder to satisfy you, especially considering how much a new Pontiac Grand Prix costs.

-Adam E. Mt. Vernon, Illinois

I agree, my investment of time and money into this vehicle warrants a closer look into how they can make me a satisfied customer.

I used to drive a Chevy Lumina. Now I drive a Toyota! I'm originally from Michigan and was never going to buy a foreign car until I bought my first General Motors-manufactured automobile.

-Anonymous, Michigan

Take a look at what this guy is going through. I feel sorry for him because he got shafted this bad.

-Ryan, Reedsville, Wisconsin

Thanks for the support.

I must say that sucks for him but I am concerned because my car does the same thing, just from a dead stop however. It will hesitate for a second and then go. I don't quite understand what's wrong or if it can even be fixed from that post. If I gun it I don't have it usually, but I don't want to have to gun the damned car every time I want to go.

Sometimes you just get a bad egg...

-Gus, Chicago, Illinois

This is true.

Several years ago a co-worker had problems with a 95 Camaro with the V6. After he had taken it in for the same problem more than three times, General Motors or the dealer bought back the car. I wonder why this hasn't happened for this guy? My car sucks too. Shoddy workmanship on the inside; I hate it. But, I love the styling and performance!

-Vince, Wichita Falls, Texas

I agree. My car looks nice and it fits me well. Unfortunately, I just got a bad one and I have to go to these lengths for GM and Pontiac to help me out. It's sad.

I think you are being very anal retentive about this. I am not saying that the Grand Prix, Pontiac, or General Motors are perfect. Nor am I saying that you are making these things up. But I feel since you have had some problems with the car you are now searching relentlessly for more problems than need be... Just my opinion. Also why won't you mention which dealership this is?

-BMS, Chicago, Illinois

You're certainly entitled to your opinion. I think a \$25,000 investment should be held to the same standards as your kitchen stove. If it doesn't work they should fix it or replace it. What makes a car different? Secondly, I don't have a beef with the dealerships. I got a bad car and GM and Pontiac didn't want to admit it. Now they are making an effort to rectify the problem.

I can tell you exactly why he doesn't want to mention the dealer's name...its one word..."libel". I sure

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
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).**