



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100147

Date Received  
2003 SEP 16 2003

Repository   
Reference No.  
10024605

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City RIVER FALLS State WI Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an [Redacted] name or address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 9/15/03

**VEHICLE INFORMATION**

1. (2002 Vehicle Identification Number located at the base of the windshield) 1G2NF52T51M573936 Make PONTIAC Model GRAND AM Model Year 2001

Date Purchased 3-14-01 Dealer's Name and Telephone Number (715) Denny Hecker's Pontiac 386-5155 Engine: No. Cylinders 4 Fuel Type: Regular  
Original Owner  Dealer's City Hudson State WI Zip Code [Redacted]

Transmission Type Automatic Antilock Brakes  Powertrain [Redacted] Cruise Control   
Vehicle Component Code 072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP  
Multiple Failure: 1

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

Incident Date(s) 15-MAR-2003 Failure Mileage 6,668 Failure Speed - Brakes, door locks, Fan, Computer chip, oil leak, Fuel gauge, Fuel pump, Fuel injector, Blinkers

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

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: NONE  
Tire Component Code [Redacted] Tire Failure Type [Redacted]

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

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] (Installation System)  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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 [Redacted] Number of Deaths [Redacted] 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).

FUEL PUMP DOES NOT WORK. DEALER NOTIFIED. \*AK, Fuel gauge, Fuel injectors, Fan, Computer, oil leak, blinkers, Fuel pump, door locks, Hazard lights. All have had to be replaced.

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

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

All the above stated malfunctions have occurred and at one time or another have put myself and my children in grave danger. GMAC has been notified on several occasions and has refused to cooperate in fixing such defects. Some of the these defects are dangerous and Grand Am's Vauxhall's are known for these problems. With a little investigation you will see this is a wide spread issue that GMAC and Pontiac need to be held responsible for. I have taken it upon myself to have my car fixed at a private mechanic for cost efficiency reasons. GMAC/Pontiac refused to fix it under warranty or admit the problems existed until it did not run and refused it under lemon law.

21 ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

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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, NVS-216  
400 7th Street, SW  
Washington, DC 20590



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OWNER'S  
QUESTIONNAIRE**  
DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

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(DASH) 2 DOT



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