



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HOUSTON State TX 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?
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 8/14/2003 YES

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G2WP52K71P264692
Make PONTIAC Model GRAND PRDX Model Year 2001
Date Purchased 7-23-2001 Dealer's Name and Telephone Number BECK-MASTEN 281-469-5222 Engine: No. Cylinders (6) Fuel Type: REGULAR UNLEADED
Original Owner [REDACTED] Dealer's City HOUSTON State TX Zip Code 77065
Transmission Type AUTO Antilock Brakes Cruise Control Powertrain [REDACTED] Vehicle Component Code 126000 EXTERIOR LIGHTING: TURN SIGNAL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) VARIOUS Failure Mileage VARIOUS Failure Speed ALL

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: DOTM15ABC036) [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
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: [REDACTED]
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 0 Number of Deaths 0 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).

TURN SIGNAL SWITCH FAILURE. THE FLASHING INDICATOR LIGHTS COMES ON/ DASHBOARD LIGHT COMES ON, BUT TURN SIGNAL ISN'T ENGAGED. CAUSE UNKNOWN. *AK

PLEASE REFER TO ATTACHED SHEET FOR FULL DISCRPTION OF THIS PROBLEM.

Include, if available: Police/Exc 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.

Houston, TX

Phone:

RE: 2001 Pontiac Grand Prix GT

VIN # 1G2WP52K71F264692

After owning this vehicle for awhile I noticed that the turn signals do not operate as the turn signals have operated on all of the previous vehicles I have owned. Further, this difference as I see it, is a safety defect.

The problem with the turn signals is as follows:

Turn signals should only do two things. The first feature is when you want to make a turn, you push the turn signal lever either up or down all the way, depending on which side of the steering wheel column the lever is located, when you are going to make a turn. After you make your turn the turn signals cancel out automatically. The second feature is when you want to briefly operate the turn signals to let other drivers know you are going to make a lane change. In this case you simply apply light pressure, either up or down, depending on the direction of your planned lane change, and then release pressure after the signals have blinked several times.

Now here is the problem with my new Pontiac. Sometimes when you want to indicate a lane change and apply light pressure to the turn signal lever, I hear a very rapid clicking of the turn signal relay. The light indicator on the dash does not flash, but you think, from hearing the relay clicking, that the turn signals are operating properly. They are not. In a darkened garage I finally could see that when you hear the rapid clicking noise one of the rear turn signal lights is flashing (about twice normal speed), however, the corresponding front signal light is not flashing at all. Now depending on just how much "light pressure" you apply to the turn signal, the turn signals may or may not operate correctly (i.e. - both front and back signals flashing normally).

I took my car into the dealership where I purchased it to fix this turn signal problem. They checked several other cars on their lot similar to mine and all of those vehicles presented exactly the same problem as my car. So the service department concluded that there was no problem with the turn signals and refused to take the matter any further.

As I said earlier I have owned many other vehicles prior to this one and none of them has exhibited this rapid flashing problem with only the signal on the rear of the car flashing when you are trying to use your turn signals to indicate a lane change.

I believe Pontiac has either a defective or incorrectly designed turn signal mechanism on a large number of vehicles similar to mine and that this presents a clear safety problem when the signals click but do not operate the signal lights as they should. Because of the nature of this problem, I would imagine that most drivers are not aware their signals are not always operating correctly and so have not tried to remedy the problem on their cars.

I am hopeful that you can get Pontiac to make available to owners a replacement turn signal mechanism so owners like me will not have an accident because their turn signals did not operate correctly and reliably when trying to signal a lane change.

Thank you.