



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 100184

Date Received: 1003-OCT 20
Repository:
Reference No.: 10039795

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: TOLEDO State: OH 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, your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 10/1/03 YES ~~NO~~

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G2NE12M8VC [Redacted]
Make: PONTIAC Model: GRAND AM Model Year: 1997
Date Purchased: 04-02-02 Dealer's Name and Telephone Number: Nice Car Company 7348568821 Engine: 3.0 V6 Fuel Type: Gasoline
Original Owner: Dealer's City: Ottawa Lake State: MI Zip Code: 49267 No. Cylinders: 6
Transmission Type: Auto Antilock Brakes: Powertrain: Rear Wheel drive Vehicle Component Code: 141000 AIR BAGS: FRONTAL
Cruise Control: Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-JUL-2003 Failure Mileage: 49000 Failure Speed: 25
Driver's side (not passenger) airbag deployed but vehicle was not in a collision

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 Report: 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: 1 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 (e.g., parts repaired or replaced (and if old part is available)).

WHILE DRIVING 25-35 MPH CONSUMER'S SON DROVE THROUGH WHAT WAS THOUGHT TO BE A PUDDLE, BUT WAS ACTUALLY A POT HOLE, AND DRIVER'S SIDE AIR BAG DEPLOYED, CAUSING ABRASIONS ON DRIVER'S ARMS. MANUFACTURER AND DEALER WERE INFORMED. *AK

See additional description on the back

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.

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

Documents sent back with this form: #1, NHTSA defect listing for Grand Am airbags, similar to the circumstances with this incident, #2, Repair invoice from repairing dealer stating no known reason for airbag deployment, #3, estimate from another repair shop with GM customer service numbers recorded, #4, a letter to the CEO of Pontiac stating the circumstances of the incident, #5, a letter from my U.S. Representative since they are aware of the incident, #6, pictures from the repairing dealer, showing the control sensor, a dent on the undercarriage from the pothole - This should not cause an airbag to deploy.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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 79173 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

**VEHICLE
OWNER'S
QUESTIONNAIRE**



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety Administration
http://www.nhtsa.gov



Office of Defects Investigation

Defects - Search Results

TYPE : VEHICLE
 YEAR : 1997
 MAKE : PONTIAC
 MODEL : GRAND AM

NHTSA Action Number : RQ98013

NHTSA Recall Campaign Number : 98V146000

Make : PONTIAC

Model: GRAND AM

Manufacturer : GENERAL MOTORS CORP.

Year : 1997

Component : AIR BAGS

Date Investigation Opened : August 26, 1998

Date Investigation Closed : August 13, 1999

Summary:

THE AIR BAGS CAN INADVERTENTLY DEPLOY FROM A MINOR FRONTAL IMPACT OR AN UNDERCARRIAGE IMPACT

NHTSA Action Number : IQ03001

NHTSA Recall Campaign Number : N/A

Make : PONTIAC

Model: GRAND AM

Manufacturer : GENERAL MOTORS CORP.

Year : 1997

Component : AIR BAGS

Date Investigation Opened : June 24, 2003

Date Investigation Closed : Open

Summary:

GENERAL MOTORS OF CANADA RECALLED THE 1996 THROUGH 1997 CHEVROLET CAVALIER, PONTIAC SUNFIRE, BUICK SKYLARK, OLDSMOBILE ACHIEVA AND PONTIAC GRAND AM BECAUSE THE FRONTAL AIR BAGS MAY DEPLOY WITHOUT THE VEHICLE BEING IN A CRASH. THIS CAN OCCUR AS A RESULT OF THE AIR BAG CONTROLLER BECOMING SOAKED WITH A SIGNIFICANT AMOUNT OF WATER AND DAMAGED. THE VEHICLES RECALLED WERE MANUFACTURED BY GENERAL MOTORS IN THE U.S. AND ARE SUBSTANTIALLY SIMILAR TO THE VEHICLES SOLD UNDER THE SAME BRAND NAMES IN THE U.S. FOR THE 1996 THROUGH 1997 MODEL YEARS. THIS IQ IS OPENED TO ASSESS TO WHAT EXTENT THERE HAVE BEEN SIMILAR OCCURRENCES IN THE U.S. REQUIRING SIMILAR RECALL ACTION



④
Reference Number

August 13, 2003

TO:
John F Smith Jr., CEO
Pontiac
General Motors Corp., 100 Renaissance Center
Detroit, MI 48243

2056061

FROM:

[REDACTED]
Toledo, OH
[REDACTED]

RE: PLANETFEEDBACK REFERENCE NUMBER 2056061

Dear Mr. Smith,

I hope you can help me. I have a complaint I'd like to register with you about the safety of a car made by Pontiac. The VIN (vehicle identification number) is 1G2NE12M8VC[REDACTED]

My son's 1997 Pontiac Grand Am driver's side airbag deployed after the car was driven through a puddle hiding a pot hole. He sustained burns on his right arm and had to stop the car and exit in order to stop coughing from the airbag powder from the deployment. Pontiac/General Motors customer service was contacted, information about the incident was recorded. Digital pictures of the front/underside of the car were taken by a local Pontiac dealer and sent to GM customer service. Based on paint flaking from the underside of the bumper cover on the passenger side and a dent in the crossmember, customer service has concluded this damage caused the airbag to deploy. However, the service manager at the Pontiac dealership was very skeptical this kind of "damage" could cause an airbag to deploy, even though it is uncertain if this damage was already on the car or not. Further, it is very suspicious that the passenger side airbag did not also deploy since the car is reportedly designed to deploy both airbags upon impact.

As a result of this, I don't know whether I will ever buy a car from you in the future, and I can't see myself recommending your cars to my friends and family.

Here's what I would like to see you do to provide resolution: Since this is a crucial safety issue with this car, I am requesting Pontiac/General Motors pay for the replacement of the driver's side airbag and any faulty sensor equipment associated with both the driver's and passenger side airbag. Insurance will only pay for replacing the deployed airbag; however, since none of the service technicians inspecting can determine why it deployed, I feel this is a defect in the airbag system and should be corrected to guarantee a safe vehicle.

Thank you for your prompt attention to this matter. I look forward to hearing from you soon.

Sincerely,
[REDACTED]

MARCY KAPTUR
MEMBER
9TH DISTRICT, OHIO

COMMITTEES:
APPROPRIATIONS

SUBCOMMITTEES:
AGRICULTURE, RURAL DEVELOPMENT,
FOOD AND RELATED AGENCIES
VA, HUD, AND INDEPENDENT AGENCIES



5

WASHINGTON OFFICE:
2386 RAYBURN BUILDING
WASHINGTON, DC 20515-3509
(202) 225-4148
FAX: (202) 225-7711

OHIO OFFICE:
ONE MARITIME PLAZA, ROOM 800
TOLEDO, OH 43604
(419) 259-7500
(800) 884-8800
FAX: (419) 255-9629

**Congress of the United States
House of Representatives
Washington, DC 20515-3509**

September 4, 2003

[REDACTED]
Toledo, OH

Dear Mr. Kaach:

I am writing in response to your recent correspondence regarding the problems with your son's car. Thank you for making me aware of this matter.

In an effort to resolve this matter, I would suggest you contact the Ohio Attorney General's office (1-800-282-0515) to determine how Ohio's lemon law may apply in this situation, and what recourse you have under Ohio's consumer protection laws. I am sure your concerns will be addressed.

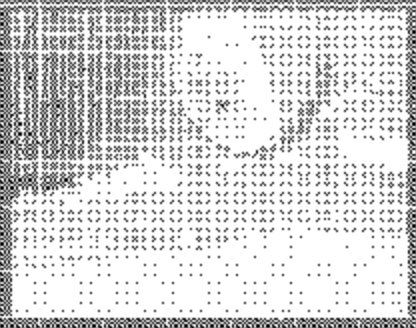
If you have additional concerns, please feel free to contact my staff assistant, Susan Rowe, at (419) 259-7500. I wish you well as you pursue this matter.

Sincerely,

MARCY KAPTUR
U.S. Representative

MK:sr

- Center for Auto Safety
www.autosafety.org
202 328 7700
- Auto Safety Hotline - DOT
800 424 9393



**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).**