



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 252

Date Received

15-SEP-2003

Repository ☐

15-SEP-2003 18:48:00
Reference ID:
10039087

OWNER INFORMATION (Type or Print)

Name

Address

City

WALKEGAN

State IL

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 authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 10/5/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of vehicle and on driver's side:

1G2NE14N7NM007745

Make

PONTIAC

Model

GRAND AM

Model Year

1994 2

Date Purchased

Aug. 7/29/03

Dealer's Name and Telephone Number

North Sheridan Motors - (847) 625-1100

Original Owner ☐

Dealer's City

Bensenville

State

Zip Code

Engine:

No. Cylinders

6

Fuel Type:

Unleaded

Transmission Type

automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

YES

Vehicle Component Code

062000 ENGINE AND ENGINE COOLING: COOLING SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-SEP-2003

Failure Mileage

86,000

Failure Speed

50

While the car kept on getting very hot then over heating and the back brake line broke.

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: DOTM19ABC038)

☐ 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

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).

COOLANT WAS LEAKING FROM UNDERNEATH THE VEHICLE WHILE DRIVING ABOUT 50 MPH ON HIGHWAY, CAUSING THE VEHICLE TO OVERHEAT AND STALL. *AK

I had filed another claim after this one because my brakes went out after this claim. I put both on this one.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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)

1. (I did call and file another claim.) When I first purchased the car the thermostat kept on going up high. Then I started to over heat. I broke down 3-4 times I had to miss work because of problems. The last time I was on my way to work and I had to pull over 3 times in order to at least make it to work, then I had them tow it. They always said it was the thermostat, then when they towed it they said there was a slit in the hose. They changed it. ~~the same~~
2. The same week I purchased the car my brake line broke. They repaired it. Then Sept. 23, 03 I came up to an intersection and my brake pedal went all the way to the floor thank God no one was in the intersection and I had green light. I took it to some one else (Long's Garage) and had them look at it. ~~they put the wrong NorthShore~~ meters put the wrong parts on for brakes and didn't

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

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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tighten & Clamps on radiator hose.
Number 1. The Clamps on radiator hose I
know can't Kill me but alot of problems
can come out of that.
#2. I Could have, or someone else could
have gotten Killed when my brakes I
almost lost my brakes.
These acts are very Careless and dangerous.
If they can't fix a car right and
put the right parts on they should
not be in business.

Thank you for you response.



P.S. I have asked them for receipts
for any work they have done on this
Vehicle Since I have owned it and
they will not give me any. They
Say they don't make up invoices.

company Address
North Sheridan Motors.
37937 N. Sheridan Rd.
Beach Park, IL 60087

please turn
over

I did not send this in right away because I tried working with them to get things fixed right so we I did not have to do this but they say they are going to fix it and they don't. I continue to have problems with this vehicle weekly. I would like to know what can be done.

Thank you again for
your attention on this
matter.

