



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 100161

Date Received

Repository

2003 NOV 19 2004 4: 28

Reference No.  
10041959

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: LOCKPORT State: NY Zip Code: 14094

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: 10/9/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G2NE52E4XM906723  
Make: PONTIAC Model: GRAND AM Model Year: 1999  
Date Purchased: 6/2001 Dealer's Name and Telephone Number: [Redacted]  
Original Owner: [Redacted] Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]  
Engine: No. Cylinders: 6 Fuel Type: GAS  
Transmission Type: Auto  Antilock Brakes  Cruise Control  
Powertrain: [Redacted] Vehicle Component Code: 128000 EXTERIOR LIGHTING: TURN SIGNAL  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 8/2003 Failure Mileage: 65000 Failure Speed: ALL  
INTERMITTENT (RANDOM) FAULTS

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: DOTM18ABC038): [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: [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).

FOR A PERIOD OF A MONTH THE TURN SIGNAL OPERATED INTERMITTENTLY DUE TO A FAULTY HAZARD SWITCH. THERE IS A RECALL 09V327000 FOR THE HAZARD SWITCH, BUT THIS VEHICLE IS NOT INCLUDED DUE TO VIN. \*AK

THE PROBLEM HAS RANDOMLY CONTINUED TO OCCUR.

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)

TURN SIGNAL JUST STOPS WORKING FOR NO REASON.

SOMETIMES WILL START IF I PUT EMERGENCY FLASHERS

ON, THEN OFF. APPEARS TO BE TEMPERATURE RELATED.

RECALL ISSUED FOR YEAR 2000 AND UP, NOT 1999 BUT

ITS THE SAME PROBLEM.

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



**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



4-188



**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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http://www.dot.gov/odiv