



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
2003 DEC -2
20-OCT-2003

Repository ☐
AM 11:36
Reference No.
10044280

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HENDERSONVILLE State NC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [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 authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/10/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GMDU03E1D [REDACTED]
Make PONTIAC Model MONTANA Model Year 2001
Date Purchased July 13, 2001 Dealer's Name and Telephone Number 1-800-766-2693
Original Owner ☒ Dealer's City Boyd Pontiac 828 693 3461 Engine: 3.1 Max Cylinders 6 Fuel Type: gas
Transmission Type automatic ☒ Antilock Brakes ☒ Cruise Control Powertrain Front wheel Drive Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC Multiple Failures: X Unable to turn wheels or stop
Steering, Front end

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-OCT-2003 Failure Mileage 45000 Failure Speed 35
Was making a little (L) curve + vehicle went straight

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tires OK Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOT16AB00000000) ☐ Original Equipment ☐ Prior Repair Failure Location:
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 2 Number of Deaths 0 Reported to Police Y

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) to turn (L) car went straight

WHILE DRIVING AT 35 MPH CONSUMER ATTEMPTED TO APPLY THE BRAKES, BUT THE BRAKES FAILED. VEHICLE WOULD NOT SLOW DOWN. CONSUMER LOST CONTROL, AND WENT OFF THE ROAD. VEHICLE STRUCK SEVERAL TREES, SHEARING ONE OFF THAT LANDED ON TOP OF THE VEHICLE. CONSUMER WAS WEARING SEAT BELTS AND SUFFERED A CONCUSSION. THE VEHICLE WAS TOTALED IN THE INCIDENT. "AK
while going around shallow (L) curve vehicle went straight, rode the grassy shoulder about 50 feet + down about 6' incline into trees which stopped vehicle. vehicle was actually riding shoulder sloping to R side a top of vehicle had hit trees before stopping. went passenger side ->

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)

As I was heading East on Rt 64 at 50 MPH, came to a (D) curve in Rd. Car went straight & was unable to turn. Front wheels - rode side of shoulder 50' or so. The roof of car hit trees then front hit tree that stopped car. By the time car was on shoulder speed was 30 MPH or less. Hit tree & it fell on top of car. Had to escape out middle rear window. Unable to open windows or see as car was dead - no power (electricity/light).

I have had this car over 2 yrs & driven through worse snow & water conditions & it handled great. I believe there was a malfunction in the steering - also I never got 1 (one) recall notice from Dealer. ATTACH ADDITIONAL SHEETS IF NECESSARY
for this car

U.S. Department
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National Highway
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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 73175 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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NECESSARY
IF MAILED
IN THE
UNITED STATES

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TO REPORT VEHICLE SAFETY DEFECTS
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OR

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and dial toll free at

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(DASH) & DOT



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http://www.safercar.gov/questionnaire

4. Results and Discussion





