



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) 2003 DEC 10
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

PM 3:03
14-NOV-2003

Repository

Reference No.
10048006

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: FLUSHING State: MI Zip Code: [Redacted]

Daytime Telephone Number

Evening 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 address for address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 11/28/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G2NE15MX5M530243 Make: PONTIAC Model: GRAND AM Model Year: 1995

Date Purchased: Sept. 2001 Dealer's Name and Telephone Number: Used car
Original Owner: Dealer's City: State: Zip Code: Engine: No: Cylinders: Fuel Type:

Transmission Type: Antilock Brakes Powertrain: Vehicle Component Code: 162810 STRUCTURE:BODY:HOOD:HINGE AND ATTACHMENTS
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 14 NOV 2003
Oct. 29 2003 Failure Mileage: Failure Speed: 45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P216/65R15)
DOT No. (Example: DOTM16GASC036) 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: 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).

WHILE DRIVING 45 MPH HOOD POPPED OPEN. CONSUMER WAS ABLE TO PULL OVER TO THE SHOULDER. THEN, HAD THE VEHICLE TOWED TO DEALER. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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)

While driving down Elm Rd in Flushing, MI the hood of my car suddenly opened, hit the front windshield, broke it and damaged itself. It created hazardous situation on busy road there were cars behind my vehicle. I managed to slow down my car. When I pushed the hood in its place I checked several times if it was locked. While driving to the dealership after that the hood opened again and hit the windshield one more time. At Delephanty Pontiac dealership the vehicle was inspected by certified mechanic and he said that this type of incidents occur very often on Pontiac Grand AM. This model doesn't have hood assist rods, and when hood suddenly opened, nothing stop it, and this damage happened.

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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



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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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http://www.nhtsa.gov

**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).**