



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 1358

Date Received

204 APR - 8 AM 12: 50
25-FEB-2004

Repository

Reference No:

10059799

OWNER INFORMATION (Type or Print)

Name

Address

City

VILLA PARK

State

IL

Zip Code

Daytime Telephone Number

Email Address

Evening Telephone Number

Do you authorize NHTSA to contact you or your vehicle?
In the absence of a signature of owner

or your vehicle? YES NO

or address to the vehicle manufacturer

Date 2/13/2004

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1G2NW52M5VC708134

Make

PONTIAC

Model

GRAND AM

Model Year

1987

Date Purchased

11/4/97

Dealer's Name and Telephone Number

Haggerty Pontiac 630-279-2000

Engine:

No: Cylinders

Fuel Type:

V-4

Original Owner

Dealer's City

VILLA PARK

State

IL

Zip Code

60181

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-FEB-2004

Failure Mileage

45000

Failure Speed

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: DOTM18ABC036)

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

(Check applicable to 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).

IT WAS HARD FOR THE CONSUMER TO ROLL UP/DOWN THE FRONT POWER WINDOWS. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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)

Both front seat side windows cease moving (10 to 20) short moves in order to close after being open. This problem started only a matter of months after the warranty ran out. I have been quoted the repair cost by the dealer, and I think it's way to high since this should not have happened in the first place. I have owned GM cars since 1978 and driven them 5 to 10 years each. I have never had an electric window problem with any of them. My car has not been involved in an accident.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

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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

VEHICLE OWNER'S QUESTIONNAIRE



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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4238

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(DASH) & DOT



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