



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 1367

Date Received: APR 20 10 08:53 AM '04  
Repository:   
Reference No.: 10063315

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: LA GRANDE State: OR Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: / /

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G2HDG2K0W4221578  
Make: PONTIAC Model: BONNEVILLE Model Year: 1998  
Date Purchased: 4-23-99 Dealer's Name and Telephone Number: The Hertz Corporation 503-249-5722  
Original Owner:  Dealer's City: Portland OR State: OR Zip Code: 97220 Engine: V8 No. of Cylinders: 8 Fuel Type: Gas  
Transmission Type: Auto  Antilock Brakes  Cruise Control Powertrain: \_\_\_\_\_  
Vehicle Component Code: 081000 ENGINE AND ENGINE COOLING:ENGINE  
Multiple Failure: 5

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): \_\_\_\_\_ Failure Mileage: 28000 Failure Speed: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R16): \_\_\_\_\_  
DOT No. (Example: DOTM1A8BC038): \_\_\_\_\_  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)).

WHILE DRIVING ENGINE WAS LEAKING COOLANT ONTO THE INTAKE MANIFOLD. THIS COULD RESULT IN ENGINE FAILURE. \*AK

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

3-29-04

Dear DOT Hotline,

I was informed by a friend my car was on a list of G.M. cars that could have potential engine failures from coolant leaking into the engine.

We do our own oil + filter changes at the recommended intervals. I realized the first time we changed the oil (and every subsequent time) the coolant reservoir was empty. Not realizing this was unusual I did not take the car into the dealer. We purchased the car in 1999 with 25,000 miles on it. In the past five years I have added two gallons of coolant, 50% coolant, 50% water as directed.

As soon as I was informed of the potential problem I took the car to our local G.M. dealer for repair. Extensive damage had been done to the upper manifold and it was replaced. I have the defective manifold. I have since spoken to friends with cars on this list and found they have had similar problems. One had her engine freeze up while she was driving, fortunately no one was injured. It make me sick to my stomach to think I could have been the cause of a serious accident because I was not notified of a potential problem in my engine.

I spoke to G.M. representative Michael Riddick on 3-16-04. He said he was sorry but nothing could be done. I thanked him and said I would be calling the other

phone numbers in my G.M. manual. Several days later a Mrs. Kelly Young from G.M. called and offered me a 10%20% payment on my repair bill. The total bill was \$564.40 20% was \$112.88. I told her if I had been notified early on the car would have been under warranty and there would have been no charges. I told her I felt G.M. could be responsible at least, for the price of the manifold (\$302.27). I would gladly pay the rest of the bill (\$262.13) she said that would not be possible. I thanked her and said in good conscience I could not take the 10%20% as I felt G.M. had not done the right thing by not notifying the at risk car owners. I feel G.M. needs to put out public notification and pay for any repairs as material degradation has most likely occurred in these vehicles. G.M. knew there was potential problems and did nothing more than fix the problem in the 1999 engine production.

Please find enclosed a copy of the repair bill. Thank you for your time in this matter.

Sincerely,

G.M. File #

**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).**