



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

24-MAR-2004

Repository ☐

Reference No.
10064795

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Phone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED]
City: HARTS State: WV Zip Code: [REDACTED] Business 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 address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 4/12/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GMDX03E81D117139
Make: PONTIAC Model: MONTANA Model Year: 2001
Date Purchased: June 27, 2001 Dealer's Name and Telephone Number: Moses
Original Owner: ☒ Dealer's City: Huntington State: WV Zip Code: 25624
Transmission Type: [REDACTED] Antilock Brakes: ☒ Powertrain: [REDACTED] Vehicle Component Code: 342000 COMMUNICATIONS: BACK UP ALARM
Cruise Control: ☒ Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 23-JAN-2001 Failure Mileage: 500 Failure Speed: [REDACTED]

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: DOTM19ABC036): [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: 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).

INTERMITTENTLY WHEN IT WAS COLD OUTSIDE, THE ALARM SYSTEM ACTIVATED LATE AT NIGHT. THE DEALER HAD EXAMINED THE VEHICLE FOUR TIMES TRYING TO FIND THE PROBLEM. *JB

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 the 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.

This van has serious problems with the wiring. Nov. 27-01, the headlights came on during the day while we were in the van. This was not a cloudy day, it was a very bright sunny day. Everything inside got too hot to touch.

The alarm goes off late night or early morning. The alarm has gone off numerous times. Other members of my family have had to get out of bed to shut the alarm off. The alarm has gone off during the day while I was at work. I have had to leave my classroom to shut the alarm off. This van is unsafe, because we are concerned it will "catch" on fire. This is also annoying to have my family awakened because of the alarm sounding. I expect my family to be aroused from sleep to find this van burning or to have it become a flame while my family is on the highway.

My husband has discussed the problem with the Pontiac Company in Detroit Michigan. He spoke with Mr. Roman several times. After Mr. Roman asked my husband what he thought should be done about the problem. He explained that since Moses Pontiac technician informed us that he did not know

what else to do since he installed the alarm module March 1, 04. The alarm came on March 18, 04. The temperature was 40° and the time was 3:45 A.M. We feel we should receive a replacement of this van. Mrs. Roman informed my husband that was not an option. My husband asked her to have Moses Pontiac in Huntington to take the van and change the wiring modules and control boxes. He also asked that Moses keep the van as long as necessary to correct this safety hazard. He suggested that Moses pay for a rental vehicle, while this problem is being corrected which we believe is beyond their ability. Mrs. Roman explained that this was also not an option. We would appreciate knowing what options we have, if any. Mrs. Roman also told my husband there has been two safety recalls on this model of the van. Moses has not notified us of the recalls.

Sincerely,



Alarm sounding 2001

Nov. 27 Alarm sounded 1 time
when the head lights came on during
the day while we were in the van.
Everything got too hot to touch.

Dec. 28 Alarm sounding 3:00 A.M.

Dec. 31 Alarm sounding 11:20 P.M.
and 5:00 A.M.

Alarm Sounding 2002

- Feb. 7 Alarm Sounding 11:05 p.m.
- Feb. 11 Alarm Sounding 5:50 A.M.
- Feb. 18 Alarm Sounding 12:30 A.M.
- Dec. 1 Alarm Sounding 7:00 A.M.
- Dec. 3 Alarm Sounding 9:10 p.m.
- Dec. 7 Alarm Sounding 3:15 A.M.
- Dec. 27 Alarm Sounding 11:35 P.M. The alarm shut it's self off.

Alarm sounding 2003

Jan. 5 Alarm sounding 5:10 A.M. 30°

Jan. 12 Alarm sounding 1:00 A.M. 19°

Lights came on and would not go off
for about 15 minutes.

Jan. 15 Alarm sounding 4:00 A.M.

Jan. 26 Alarm sounding 8:30 P.M.

Feb. 8 Alarm sounding 2:00 A.M.

Nov. 23 Alarm sounding 3:56 A.M. 40°

Nov. 28 Alarm sounding 10:28 P.M. 30°

Dec. 22 Alarm sounding 5:00 A.M.

Dec. 31 Alarm sounding 12:00 A.M.

Alarm sounding 2004

Jan. 10 Alarm sounding 2:30 A.M.
Jan. 19 Alarm sounding 4:00 A.M.
Jan. 30 Alarm sounding 3:45 A.M.
Feb. 2 Alarm sounding 1:00 A.M.
Feb. 11 Alarm sounding 3:00 A.M.
Feb. 23 Alarm sounding 9:00 P.M.
Feb. 28 Alarm sounding 2:00 A.M.
March 18 Alarm sounding 3:45 A.M. This
was after Moses installed alarm module.

The alarm has not gone off during
the warm months and Summer. The
alarm has gone off during cold
temperatures.