



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 100147

Date Received: 2004 MAY 20 AM 11:27
15-APR-2004
Repository
Reference No. 10067222

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: 2855 NORTH LINDEN AVE. Evening Telephone Number: Same as day
City: ZANESVILLE State: OH Zip Code: [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: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2G2NF52T0Y [REDACTED]
Make: PONTIAC Model: GRAND AM Model Year: 2000
Date Purchased: 09-25-01 Dealer's Name and Telephone Number: _____ Engine: 2.4L No: Cylinders = 4 Fuel Type: _____
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Transmission Type: automatic Antilock Brakes Powertrain: _____ Vehicle Component Code: 12800G EXTERIOR LIGHTING: TURN SIGNAL
 Cruise Control Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-JAN-2004 Failure Mileage: 50,000 Failure Speed: -0-

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: DOTM1SABCD38): _____ 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).

WHEN USING THE TURN SIGNALS CONSUMER NOTICED THAT THE TURN SIGNALS WOULD WORK INTERMITTENTLY. ALSO, HAZARD LIGHTS WOULD DO THE SAMETHING. *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.

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[REDACTED]

Both turn signals in this car would quit working for no apparent reason. If the dash were tapped above the flasher button, it would sometimes make the turn signals begin to work again.

When the key was inserted into the column and turned to start the car, the trunk lid immediately opened and a security message was displayed in the dash. The car would not start even after closing the trunk lid. A later attempt to start the car was successful, however, after shutting off the car, the next attempt opened the trunk lid and then again, the car would not start.

After leaving the car set for approximately 3 hours, it started as it should have, however, the left front door window quit working. (There is a button to open the trunk lid located on this door.) The window has quit working before about the same time that the turn signals started to act up. As with the signals, the window would begin to work again with no indication as to when it would start or quit working.