



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received

Repository ☐

2004 JUN
21-APR-2004

Reference No 40
10068540

OWNER INFORMATION (Type or Print)

Name

Address

City

ARMORE

State

OK

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Make

PONTIAC

Model

AZTEC

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-NOV-2003

Failure Mileage

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: DOTM19ABC098)

☐ 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

Firm

☐ 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 DRIVING AT ANY SPEED CHECK ENGINE LIGHT APPEARED ON THE DASHBOARD. CONSUMER TOOK THE VEHICLE TO THE DEALER TO BE INSPECTED. HOWEVER, THE MECHANIC WAS UNABLE TO DUPLICATE THE PROBLEM. *AK

The car also rolls forward while starting it if you are on any kind of incline (slope). I will be leaning inside the drivers door & reach in to start the car so it can be warming up & it will roll a bit with me. *Wardlaw Wardlaw*
See Attachments for more info

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.

Added SW
(Mailed to Ferguson's main office in Norman, OK)

April 20, 2004

To Whom It May Concern:

We called Ferguson's Pontiac located in Norman, Oklahoma again last night. We are still having trouble with our 2003 Aztek. The *service engine soon* light came on yesterday morning and will not go off. When we told that to the woman that answered for Ferguson's repair shop she told us there could be 200 things wrong when that light comes on. I told her we were still having the problems we brought it in for the first time a few months ago. She asked who helped us, then told us it was Danny?

She told us that one of the things causing it could be the gas cap. She told us to take the gas cap off, put it back on, turn it until it clicks three times, and then, after we start our car 50 times, the *service engine soon* light would go off *if* that was the problem. I told her that I was not going to do all of that because the car shouldn't be doing anything that required us to do that sort of thing. I told her if that was the problem, they should fix it anyway because obviously, no-one should have to take those steps in any vehicle to get a light to go off.

We have had this car less than a year.

I told her that we were also still having problems with the things we took the car in for last time (January 9, 2004). The ignition switch that keeps trying to turn over even though the car is already started, which happens intermittently and the rear hatch not opening with the pushing of the inside button.

These are the problems we are currently having on our 2003 Aztek:

1. The ignition still tries to keep starting the car even though the car has already started. It is like it does not recognize that the car is engaged. This is one of the original problems we took the car back into Ferguson's for the first time it was in their repair shop. I was told that this action in the vehicle could not be duplicated;
2. The rear hatch cannot be opened by the button on the inside of the vehicle being pressed unless you have someone standing at the back hatch and lifting it up as you, on the inside of the car, are pushing the button the second time. It takes two people to open it unless you use the remote. Even when you use the remote you have to press it a couple of times while at the back hatch lifting up on it in order to get it opened. This was one of the original problems we took the car in for the first time and we were told it was fixed. I called them after the first visit and told them it was not fixed and, if I am not mistaken, I was told someone would get back with me and they did not;
3. When you start the car it rolls forward in our driveway. You can see the car move when you turn the key even though it is in park;

4. When you apply the brakes at a stop, the car acts like it is still trying to drive forward even though the brakes are applied;
5. When the car is running in park and you have to sit still for a length of time, you cannot put the car into drive. The gear shift will not move. You have to turn the vehicle completely off, restart it, then you can put it into drive;
6. There is a lifter noise that sounds like the oil is low, yet the oil is full;
7. There is a whining in our steering wheel like it needs fluid, yet it is full; and
8. There is an odor coming out of the vehicles air conditioning.

We are very concerned about all of these things going on with a new vehicle considering we bought this vehicle August 9, 2003 and had to take it in to Ferguson's in January, 2004. We are scheduled to bring our Aztek in tomorrow, April 21st, at 8 a.m.

Sincerely,

Ardmore, OK

**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).**