



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 120

Date Received

2004 JUL -6 PM 7:36
02-JUN-2004

Repository

Reference No.
10076582

OWNER INFORMATION (Type or Print)

Name

Address

City

PORT CLINTON

State

OH

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 1/1

VEHICLE INFORMATION

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

1G2NE52T7

Make

PONTIAC

Model

GRAND AM

Model Year

1999

Date Purchased

Feb 2002

Dealer's Name and Telephone Number

Guldmeister & Proter, Buck

Engine:

No. Cylinders

4

Fuel Type:

GAS

Original Owner

Dealer's City

Bellevue

State

OH

Zip Code

44811

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-11-2004
MAY 27-04

Failure Mileage

69000

Failure Speed

1mph

Front coil spring damaged & tire & front strut

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: 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).

CONSUMER STATED WHILE PULLING OUT OF GARAGE HEARD A NOISE. HE THOUGHT IT WAS A BLOWN TIRE. BUT WHEN CONSUMER EXAMINED THE TIRE AND CHANGED IT HE DISCOVERED THAT THE COIL SPRING BROKE. THIS BREAKAGE DAMAGED THE TIRE AND THE FRONT RIGHT STRUT. CONSUMER CALLED THE MANUFACTURER, BUT WAS TOLD BY MANUFACTURER THAT THEY WOULD ONLY PROVIDE 40% OF THE COST. CONSUMER FELT THAT THE MANUFACTURER SHOULD PAY ALL OF THE COST BECAUSE THIS WAS A DEFECT. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

JUNE 11, 2004

DEAR DOT SAFETY BOARD,

I WAS PULLING OUT OF MY GARAGE WHEN I HEARD A NOISE . I THOUGHT THE TIRE HAD BLOWN IT DID ,BUT WHEN I CHANGED THE TIRE I NOTICED THAT THE COIL SPRING ON THE LEFT FRONT PASSENGER SIDE WAS BROKE . WE CALLED THE DEALER SHIP IN PORT CLINTON ,OHIO BAUMAN PONTIAC. THEY TOLD US TO GET THE VEHICLE TO THEM . SO MY WIFE PROCEEDED TO CALL AAA .THEY CAME TO TOW THE VEHICLE TO THE DEALER , WHEN IT WAS COMPLETE THE DEALER CALLED US AND SAID THEY HAD TO REPLACE THE STRUT ON THE CAR ALSO ,BECAUSE IT WAS DAMAGED WHEN THE COIL SPRING BROKE ALSO, THE TIRE ON THE PASSENGER SIDE FRONT WAS DAMAGED IN THE INCIDENT. THIS COULD HAVE INJURED MYSELF ALONG WITH MY WIFE AND MY LITTLE GIRL. WE ARE VERY LUCKY WE JUST PULLING OUT OF THE GARAGE. I CALLED GM THEY SAID THEY WOULD PAY FOR 40% OF THE REPAIR COST, BUT I FEEL THIS IS A SAFETY.ISSUE AND THEY SHOULD PAY FOR THE ENTIRE COST OF THE BILL. AT 65 MPH THERE WOULD HAVE BEEN POSSIBLY NO WAY TO HOLD CONTROL OF THIS CAR . I BELIEVE SAFETY SHOULD BE AT THE TOP OF THERE PRIORITY. THANK YOU FOR HEARING MY SIDE THIS SAFETY ISSUE.

SINCERELY,

[REDACTED]

**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).**