



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 1988

Date Received

Repository ☐

2004 JUL 15 PM 7:16
16-JUN-2004

Reference No.
10078358

OWNER INFORMATION (Type or Print)

Name

Address

City

FOND DU LAC

State

WI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to use the information you provide to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of any objection, this information will be forwarded to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 06 28 04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G2ME12T8YM [Redacted]

Make
PONTIAC

Model
GRAND AM

Model Year
2000

Date Purchased
INHERITED

Dealer's Name and Telephone Number
HOLIDAY OLDS 920 921-8898

Engine:
No. Cylinders 4

Fuel Type:

Original Owner
☐

Dealer's City
FOND DU LAC

State
WI

Zip Code
54935

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

126000 EXTERIOR LIGHTING: TURN SIGNAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-MAY-2004

Failure Mileage
30400

Failure Speed
SLOW

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: DOTM18ABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 TURN SIGNAL SWITCH LIGHT FAILED TO WORK INTERMITTENTLY. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

TOOK VEHICLE TO NAPA AUTO CARE CENTER

BILL ENCLOSED

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.

Copy

June 15, 2004

FOND DU LAC, WI

Fond Du Lac, WI

Service Request: 1-226569720

Customer Relationship Manager: Jamaine McKay

Dear [REDACTED]

We are sorry you have experienced concerns with your 2000 Pontiac Grand Am. Customer satisfaction is a top priority for us at Pontiac.

Because you are a loyal Pontiac customer, we are providing you with one complimentary front end wheel alignment, not to exceed \$200.00. Present this letter to any Pontiac dealership for redemption.

If you have future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary front end wheel alignment, not to exceed \$200.00

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's 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).**