



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

4888 DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

12-JUL-2004

Repository

Reference No.
10081724

OWNER INFORMATION (Type or Print)

Name

Address

City WILMINGTON

State NC

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

1G2NW52EDYM

Make

PONTIAC

Model

GRAND AM

Model Year

2000

Date Purchased
15-APR-01

Dealer's Name and Telephone Number

Atlanta Auto Concepts 770-934-1777

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

TUCKER

State

GA

Zip Code

30084

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-JUN-2004

Failure Mileage
37000

Failure Speed
25

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: DOTM19ABC038)

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

Fine

Yes No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

Y

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 APPROACHING INCOMING TRAFFIC CONSUMER APPLIED THE BRAKE AND THE BRAKE PEDAL WENT TO THE FLOOR, CAUSING THE VEHICLE TO REAR END ANOTHER VEHICLE AT 25-35 MPH. UPON IMPACT, BOTH FRONTAL AIR BAGS DID NOT DEPLOY. *AK

On Jan 14, 2004 I had a 30,000 mile service performed at Bob King Pontiac-GMC Inc. 5115 New Center Dr Wilmington NC 28406 (910-799-3521) which included a statement saying car needed the front coilover rebuilt, front pads & rotors replaced. This service was performed on Jan 26, 2004. I have informed the service department about the accident. I also let them know that sometimes the car will surge forward when the brakes are applied instead of stopping like it should. I have had all of my car service at the →

Include, if available: Police/Traffic 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Bob King dealership. But there have been other problems before. In fact the front calipers + brakes had to be replaced before that time due to a defective part that was causing the brake pads to wear out prematurely. They replaced those full at that time. I've spoken to other people with the same ABS brake system & they said they had problems with theirs also including making noise & the car surging forward before it stopped. There is purely a defect either in the ABS brake system or the mechanics working on them are not doing their job properly. In any case I'm not the first person to have this problem. Thank God no one was hurt or seriously injured. However I did lose my job because I was unable to get to work. I received no fines or points on my license & no court cost.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
<http://www.nhtsa.dot.gov/odotna>

ALLSTATE INSURANCE COMPANY
3150 SPRING FOREST RD, SUITE 100
RALEIGH, NC 27616
(919) 872-3200

SUPPLEMENTS MUST BE APPROVED PRIOR TO REPAIR.

CD LOG NO 3216 -0

06-29-04 1:48 PM

ESTIMATE

CLAIM INFORMATION

CLAIM # [REDACTED]
COMPANY ALLSTATE INSURANCE COMPANY
INSURED [REDACTED]
CLAIMANT

POLICY # [REDACTED]
CLAIM REP
LOSS DATE 06-25-04
LOSS TYPE COLLISION

INSPECTION

TYPE FIELD
PRIMARY POI FRONT END CENTER
APPRAISER NAME BOBBY PADGETT
WORK PHONE (910) 612-0844
ADDRESS 109 HINTON AVE ST.6
CITY STATE WILMINGTON NC
ZIP 28403-

SECOND POI

FAX (910) 392-1531
INSP DATE 06-29-04
LOCATION SMITH BROTHERS B/S
CITY STATE WILMINGTON NC

OWNER

[REDACTED]
WILMINGTON NC [REDACTED]

WORK# [REDACTED]
HOME# [REDACTED]

REPAIR

VEHICLE

2000 PONTIAC GRAND AM GT 4 DR SEDAN
6CYL GASOLINE 3.4

OPTIONS

TWO-STAGE - EXTERIOR SURFACES
POWER FRONT SEATS
POWER WINDOWS
ANTI-LOCK BRAKE SYSTEM
CRUISE CONTROL

SIDE DEFLECTORS
ELEC REMOTE CNTRL SPORT MIRRORS
REAR SPOILER
AUTOMATIC TRANS
STRG WHEEL MTD RADIO CONTROLS

BODY COLOR SILVER
CONDITION GOOD
LICENSE # NWX-5832
LICENSE STATE NC

MILEAGE 37,195
VIN 1G2NW52E0YM [REDACTED]
CODE W332
VEH INSP #

REMARKS:

ALL SUPPLEMENTS MUST BE APPROVED PRIOR TO REPAIR.

OP CODES:

* = USER-ENTERED VALUE

E = REPLACE OEM

NG = REPLACE NAGS

EC = COMPETITIVE PART UC = RECONDITIONED PRT UM = REMAN/REBUILT PRT
 EU = RECYCLED PART EP = COMPETITIVE PART PC = PXN RECONDITIONED
 PM = PXN REMAN/REBUILT TE = PARTL REPL PRICE ET = PARTL REPL LABOR
 IT = PARTIAL REPAIR I = REPAIR L = REFINISH
 SB = SUBLET N = ADDITIONAL LABOR RI = R&I ASSEMBLY
 P = CHECK AA = APPEAR ALLOWANCE RP = RELATED PRIOR
 UP = UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR. PART NO.	PRICE	AJ	B	HOURS
E	0005		BUMPER, FRONT	22652359 GM PART	189.73			2.8
PC	0006		COVER, FRONT BUMPER	PXN RECONDITIONED	283.00			1.4
			>>called keystone--cover is reman oem-800-683-9443					
L	0006		COVER, FRONT BUMPER	REFINISH				3.5
			2.4 Surface					
			0.6 Two-stage setup					
			0.5 Two-stage					
E	0012		MLDG, FRT BUMPER COV LT	22619251 GM PART	7.30			INC
E	0013		MLDG, FRT BUMPER COV RT	22619251 GM PART	7.30			INC
E	1285		RET, FRT BUMPER COVER	MULTI-PARTGM PART	1.86			
E	0032		GRILLE, FRT BMR CVR LT	22653367 GM PART	13.20			INC
E	0010		EMBLEM, FRT BMR COVER	22658036 GM PART	16.90			0.2
E	1089		RETAINER, FRONT BUMP LT	21077131 GM PART	1.15			
E	1090		RETAINER, FRONT BUMP RT	21077131 GM PART	1.15			
E	0079		SUPT, FRONT BUMPER INR	22639971 GM PART	22.07			INC
PC	0041		HEADLAMP ASSY, HALOG LT	PXN RECONDITIONED	173.10			0.2
			>>called keystone to verify availability-800-683-9443					
N	0973		HEADLAMPS AIM	ADDITIONAL LABOR				0.5
E	0063		PANEL, HEADLAMP MTG	22619076 GM PART	178.00			0.9
E	0083		PANEL, HOOD	22603354 GM PART	318.54			1.0
L	0083		PANEL, HOOD	REFINISH				4.6
			2.8 Surface					
			1.2 Edge					
			0.6 Two-stage					
E	1352		STRIKER, HOOD LATCH	22612854 GM PART	15.71			INC
E	0088		LATCH, HOOD PANEL	22639847 GM PART	27.31			INC
E	0087		SUPT, HOOD LOCK VERT	22639896 GM PART	21.32			0.7
L	0087		SUPT, HOOD LOCK VERT	REFINISH				0.4
			0.4 Surface					
E	0412		LABEL, HOOD	10120010 GM PART	14.00			0.1
E	0414		LABEL, HOOD	22679118 GM PART	14.00			0.1
E	0415		LABEL, HOOD	22613695 GM PART	14.00			0.1
RI	0086		PAD, INSULATOR HOOD	R&I ASSEMBLY				0.3
E	0150	07	CRSMR, RAD PANEL UPR	22625808 GM PART	12.25			3.4
L	0150		CRSMR, RAD PANEL UPR	REFINISH				0.1
			0.1 Surface					
E	0186	07	REINF, RAD SUPT PANEL	22608916 GM PART	55.97			0.1
L	0186		REINF, RAD SUPT PANEL	REFINISH				0.3
			0.3 Surface					
E	1031		DEFL, RADIATOR UPR AIR	22619961 GM PART	9.65			INC

2000 PONTIAC GRAND AM GT 4 DR SEDAN
 CLAIM # 1705900718D01

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L 0103 10 FENDER, FRONT	LT REFINISH 0.5* Surface 0.3 Two-stage		0.8*4
L 0104 10 FENDER, FRONT	>>blend panel to match RT REFINISH 0.5* Surface 0.3 Two-stage		0.3*4
RI 0048 NAMEPLATE, FENDER	LT R&I ASSEMBLY		0.2 1
RI 0049 NAMEPLATE, FENDER	RT R&I ASSEMBLY		0.2 1
E 0844 COVER, AIR DUCT	22647827 GM PART	7.81	INC 2.
RI 0324 DEFLECTOR, ROCKER PA	LT R&I ASSEMBLY		0.6 1
RI 0325 DEFLECTOR, ROCKER PA	RT R&I ASSEMBLY		0.6 1
SB M04 UNDERCOATING	SUBLET	7.00*	1.
EC M07 PINSTripES-TAPE	COMPETITIVE PART	10.00*	0.3*1
SB M14 CORROSION PROTECTION	SUBLET	7.00*	4.
I M18 SET-UP AND MEASURE	REPAIR		2.0*1
SB M60 HAZARDOUS WASTE REMOVA	SUBLET	5.00*	1.
I UNIBODY PULL	REPAIR		2.0*3*
SB EVAC/REC AC R134A W/FR	SUBLET	80.00*	2

43 ITEMS

MC MESSAGE
 07 STRUCTURAL PART AS IDENTIFIED BY I-CAR
 10 INCLUDES ADP TIME TO CLEAR ENTIRE PANEL.

FINAL CALCULATIONS & ENTRIES

PARTS				\$ 949.22
GROSS PARTS				\$ 466.10
OTHER PARTS				\$ 231.00
PAINT MATERIAL				
ADJUSTMENTS	DISCOUNT	MARKUP		\$ 1,646.32
PARTS TOTAL				\$ 99.07
TAX ON PARTS ONLY @	7.000%			
LABOR	RATE	REPLACE HRS	REPAIR HRS	\$ 596.60
1-SHEET METAL	\$ 38.00	13.2	2.5	
2-MECH/ELEC	\$ 38.00		2.0	\$ 76.00
3-FRAME	\$ 38.00			\$ 399.00
4-REFINISH	\$ 38.00	10.5		
5-PAINT	\$ 22.00			
LABOR TOTAL				\$ 1,071.60
TAX ON LABOR				\$ 99.00
SUBLET REPAIRS				\$ 193.00
TOWING				
STORAGE				

2000 PONTIAC GRAND AM GT 4 DR SEDAN
CLAIM # 1705900718D01 LOG 3216 -0

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GROSS TOTAL	\$ 3,108.99
LESS: DEDUCTIBLE	\$ 250.00-
NET TOTAL	\$ 2,858.99

PXN Y/06/02/00/04/04 CUM 06/02/00/04/04 Geocode: 27616 COASTAL MCO
SPPL Yes Geocode: 28301 FAYETTEVILLE
ADP PENPRO W0405 ES LOG3216 -0 06-29-04 14:43:41 REL 4.05 SW04/04 DT05/04
(C) 1993 - 2003 ADP CLAIMS SOLUTIONS GROUP, INC.

2.3 HRS WERE ADDED TO THIS EST. BASED ON ADP'S TWO-STAGE REFINISH FORMULA.
IMPORTANT INFORMATION ABOUT ALLSTATE'S CHOICE OF PARTS POLICY

THIS ESTIMATE MAY LIST PARTS FOR USE IN THE REPAIR OF YOUR VEHICLE THAT ARE MANUFACTURED BY A COMPANY OTHER THAN THE ORIGINAL MANUFACTURER OF YOUR VEHICLE. THESE PARTS ARE COMMONLY REFERRED TO AS AFTERMARKET PARTS OR COMPETITIVE PARTS, AND MAY INCLUDE COSMETIC OUTER BODY CRASH PARTS SUCH AS HOODS, FENDERS, BUMPER COVERS, ETC. ALLSTATE GUARANTEES THE FIT AND CORROSION RESISTANCE OF ANY AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT ARE LISTED ON THIS ESTIMATE AND ACTUALLY USED IN THE REPAIR OF YOUR VEHICLE FOR AS LONG AS YOU OWN IT. IF A PROBLEM DEVELOPS WITH THE FIT OR CORROSION RESISTANCE OF THESE PARTS, THEY WILL BE REPAIRED OR REPLACED AT ALLSTATE'S EXPENSE. THIS GUARANTEE IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PART.

HOWEVER, IF YOU CHOOSE NOT TO USE ONE OR MORE OF THE AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT MAY BE LISTED ON THIS ESTIMATE IN THE REPAIR OF YOUR VEHICLE, ALLSTATE WILL SPECIFY THE USE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, EITHER NEW OR RECYCLED AT ALLSTATE'S OPTION, AT NO ADDITIONAL COST TO YOU. ALLSTATE DOES NOT SEPARATELY GUARANTEE THE PERFORMANCE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, AND MAKES NO REPRESENTATION ABOUT THE AVAILABILITY OF ANY MANUFACTURER'S GUARANTEE.

TO ALL REPAIR FACILITIES: BEFORE USING AN AFTERMARKET SHEETMETAL PART, BE SURE TO LOOK FOR THE CAPA SEAL. THIS IS NOT AN AUTHORIZATION FOR REPAIR. SUPPLEMENTS MUST BE APPROVED PRIOR TO REPAIR. IF YOUR CAR IS OF UNITIZED CONSTRUCTION, IN SOME CASES THE REPAIR SHOP MAY NEED SPECIAL EQUIPMENT TO PROPERLY REPAIR THE CAR. YOU SHOULD DETERMINE IF THE SHOP YOU SELECT TO COMPLETE THE REPAIRS IS PROPERLY EQUIPPED.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOTIVE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE MADE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUIVALENT IN TERMS OF FIT, QUALITY, PERFORMANCE, AND WARRANTY TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

CUSTOMER CHOICE OF REPAIR SHOPS

IT IS TO OUR MUTUAL BEST INTEREST THAT YOU RECEIVE PROMPT AND COURTEOUS

DRIVER CORY JOSEPH WHITLOCK
RES 125 ASH ST
OR SPEARFISH SD 57782
PHONE 303 947-2099
DLA 504134476
SEX 12/20/18

OWNER [Redacted]
ADDRESS [Redacted]
CITY [Redacted]
PLATE 9AG769 **STATE** SD
VIN 1B7GG32ND25509128
VEHICLE Dodge **YEAR** 2002

INSURANCE PROGRESSIVE
COMPANY [Redacted]
POLICY # 51165549-2

OFFICER NAME JENNINGS **LOCAL REPORT NUMBER** 0A-030283

DRIVER EXCHANGE FORM
Compliments of
the
Division of Motor Vehicles