



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 100148

Date Received

2006 FEB -7 AM 11:35
10-JAN-2008

Repository ☐

Reference No.
10147932

OWNER INFORMATION (Type or Print)

Name

Address

City

PUEBLO

State CO

Zip Code 81003

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?
In the absence of an authorization, NHTSA will not use your name or address to the vehicle manufacturer.
Signature of Owner ☒ YES ☒ NO
Date 1/22/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G2HX54K

Make
PONTIAC

Model
BONNEVILLE

Model Year
2000

Date Purchased
11-18-2000

Dealer's Name and Telephone Number
BOB SPADY PONTIAC

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
NORTH PLATT

State
NE

Zip Code

Transmission Type
AUTOMATIC

☒ Anti-lock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-JAN-2008

Failure Mileage
63000

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: DOTM18ABC038)

☐ 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

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).

DT*: THE CONTACT STATED BOTH REAR WINDOWS ELECTRICAL CONTROLS NO LONGER OPERATED, THIS CAUSED THE WINDOW TO FALL DOWN. THE WINDOWS ARE CURRENTLY BOLTED SHUT. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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 responses 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 responses or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
Pueblo, CO
[REDACTED]

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Mr. Jimenez,

I appreciate your concern about the problem that I am having with my 2000 Pontiac Bonneville that was purchased on November 18, 2000.

The rear window electric operators started going bad approximately July 2002. And I took it to the dealership, Diodosio Pontiac here in Pueblo, as I had moved here and talked to the service manager, Chris Mata about the problem with the window, as it was only one at that time and he said that he would get back to well I waited approximately 2 weeks, and went back to see him and he told me that they were out of warranty. I couldn't see where they were because at that time the car had about 37,000 miles and had been taking trips in it. I went back again and he said that they couldn't help and I asked who else I could talk with and they said they weren't going to get involved, suggested that I should talk my selling dealer in North Platte which I called them, Talked to Bill Millison and that he could not help me either.

You can see by the letters that I wrote that I did try so get this resolved and did talk to several people at Pontiac, the first one was Wayne Messman on 10/27/03. Phone#1-866-942-4368. He said he would get back to me and never did as I recall. In the meantime I had the right rear window bolted up making it totally in operable. The dealership did not do this, I had a local repair shop do the work. I was gone for three month May 15th to August 10, 2004 and when I returned the left rear window was down and I decided that they were not going to do anything so I had this window bolted shut. I once again called Pontiac and talked to Stacy Waples on 9/14/04 and got nothing, again on 9/17/04 left message she called back on 9/17/04 and gave me a claim [REDACTED] to take to the dealership which I did, they looked at it and they would get in touch with Stacy Wales at Pontiac, never heard from her which was the 9/21/04 and put on hold for 15 minutes, answering machine leave a message. Finally on 9/25/04 I called again at 9:30 Am Mountain time and talked to a Sara Paris she said that they were absolutely not going to fix the problems. Basically I thought I was just going to have to let it go until I got the information to call you.

I think this is very much a hazard if I had a accident and the rear passengers could not get out.

Thanks,
[REDACTED]

[REDACTED]
Pueblo, Colorado [REDACTED]

27 September 2004

General Motors Corporation
100 Renaissance Center 482-AOO MAR
Detroit, MI 48265

Dear Sirs,

I am writing about my 2000 Pontiac Bonneville, SN# 1G2HX54K9 [REDACTED] Both back window regulators have gone bad. The first one around July 2003, (Right rear) and the other sometime this summer 2004, (May-August) as the car was not even driven during this time.

I first started contacting Diodosio Pontiac, Pueblo, CO in July 2003 and was informed the warranty was out, at that time I called Pontiac and talked with Wayne Messman and he eventually called me back, about October 2003 and said they would pay the labor and I would need to pay for the part, (\$278.00). I informed him this was not satisfactory and he then told me would get back to me but he didn't. I let this go and the right window is propped shut by sticks and cannot be opened, and now the left rear window is the same way. I have called customer service and talked with Stacy Waples about the left side and she informed me they would not take care of these problems due to warranty expiration. I told her that I need to talk with someone other than her and was told she was the only one as she was the manager, then she said she would talk to her supervisor and call me back on Friday the 24th of September which she didn't. I called back on Saturday the 25th and through the switchboard I finally got through to her and she informed me they wouldn't take care of this problem.

I don't think that I am being unreasonable, as I have now had nine (9) Pontiac's and have been very satisfied.

I am the only one who drives this vehicle and seldom is anyone in the rear seat.

Looking forward to hearing from Pontiac soon.

Please restore my faith in Pontiac and fix this problem for me.

[REDACTED]
Pueblo, Co [REDACTED]
cc: Sales, Marketing, Customer Service

[REDACTED]
Pueblo, Colorado 81003

17 September 2004

18 October 2004

Pontiac Division,
General Motors Corp.
PO box 33172
Detroit, MI 48232-5172

I had previously sent this to the address below and have received nothing. Hope I can get some help from someone in regard to this problem.

General Motors Corporation
100 Renaissance Center 482-AOO MAR
Detroit, MI 48265

Dear Sirs,

I am writing about my 2000 Pontiac Bonnevillle, SN# 1G2HX54K [REDACTED] Both back window regulators have gone bad. The first one around July 2003, (Right rear) and the other sometime this summer 2004, (May-August) as the car was not even driven during this time.

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[REDACTED]
Pueblo, Colorado [REDACTED]

25 October 2004

Pontiac Division
General Motors Corp.
Consumer Complaint Division
PO Box 33172
Detroit MI 48232-5172

Dear Pontiac Division:

I have previously written to you about my problem with my 2000 Pontiac and have not received any kind of a reply to the letters I have written.

The dates that I have written to General Motors were 17 Sept. 2004 & 18 Oct 2004 and I do not understand why NO reply of any kind by General Motors.

Unfortunately your product has not performed up to your expectations or mine as these windows operators are faulty.

I am extremely disappointed that you have just ignored my letters. I am sorry that Pontiac has let me down. I would appreciate your immediate attention to get this problem solved so that we both maybe happy.

[REDACTED]

See enclosures sent previously.