



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

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OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED]
City TUCKAHOE State NY Zip Code [REDACTED] Evening Telephone Number [REDACTED]

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 [REDACTED] Date 4/10/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G2WP5 [REDACTED] Make PONTIAC Model GRAND PRIX Model Year 2002
Date Purchased 01-FEB-02 Dealer's Name and Telephone Number SHOLZ BUICK PONTIAC 914-949-4300 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City WHITE PLAINS State NY Zip Code 10606
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-MAR-2006 Failure Mileage 21370 Failure Speed 5
BRAKE SYSTEM

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC736) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash Yes No Fire Yes No
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(es).
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 WHILE APPLYING BRAKE PRESSURE AT 5MPH OR MORE, THERE WAS A LOUD GRINDING NOISE. THE VEHICLE WAS SEEN BY AN AUTHORIZED DEALER WHERE IT WAS DETERMINED THE ROTORS WERE RUSTED AND NEEDED REPLACED. THE DEALER SUGGESTED RUSTED ROTORS WERE ATTRIBUTED TO THE LACK OF DRIVING OF THE VEHICLE RATHER THAN ROAD SALTS. THE LAST INCIDENT OCCURRED AT AN ANNUAL STATE INSPECTION; THE BRAKES DID NOT PASS DUE TO THE RUST ON THE ROTORS. THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR SHOP AND THE MECHANIC SUGGESTED REPLACING THE ENTIRE ANTILOCK BRAKES TO CORRECT THE PROBLEM.

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.

April 10, 2006

Tuckahoe, NY

To Whom It May Concern,

On October 10, 2003 I took my car to Sholz Buick Pontiac GMC of White Plains with a problem. While braking the car for a stop, I noticed a grinding, noisy sound. I also noticed rust on the rotors, pitting and scoring and grooving on the drums. Enclosed you will find three invoices, all on different dates, which show the problem I wanted resolved. My car was leased from Sholz 2/18/02. This brake problem started 10 months after receiving the car new. At that time the car had 10,672 miles on it as the first invoice dated 10/6/03 shows. The car was in the repair shop at Sholz three times for the same problem. It's obvious it became an on going situation with no permanent fix.

I talked with Sholz service shop foreman on November 16, 2004 and asked him what the reason was for this reoccurring brake problem I was having of grinding, pitting, noise and rusting. I also asked if there is a safety problem I should know about. He then said I didn't drive the car enough. Then he offered a remedy procedure or fix for the future. "Drive the car to the speed of approximately 25 mph and hit the brakes hard. This will drive the rust off the rotors and keep the brake area clean and would not harm the brakes." I replied, " every day normal stop and go driving does just that, and mileage on a new car should have no bearing on this matter." This conversation took place on November 16, 2004, the last time my car was in for same repair as the invoice dated November 16, 2004 shows. I mentioned to the shop service foreman in concluding that I might consider buying the car out at the lease end. However, I was concerned about the brakes and safety issue reoccurring. He then said, " if you wish to buy the car out at the end of lease do it - no safety problem."

On November 19, 2004, three days after the last brake system repair was done, I became very concerned and uncomfortable with this on going brake reoccurrence problem and my safety. I then called General Motors Complaint Dept. and spoke with Coryn Franklin and filed a formal complaint with her giving the entire story step by step. Coryn Franklin called Sholz Buick Pontiac and spoke to someone about my complaint. I am not privy to that conversation. She called me back after speaking with someone from the Sholz dealership and stated she spoke to them concerning my brake system problem, letting them know of my complaint. At this time my complaint with this department was formally filed. The complaint number Coryn Franklin gave me is the following #1-396-377-518. The telephone number of the Complaint Dept. I called is 1-800-762-2737. Based upon the information I received from the Sholz Service Dept. concerning the brake system repairs and no safety problem I bought the car out on January 14, 2005 when the lease ended. This was about 2 months after the car was serviced for the final time on Nov. 16, 2004.

On March 13, 2006, I took my car for Annual State Inspection to my service station and left the car to be inspected. Later, I received a call from the service station and was told by the mechanic the condition of my brakes were very bad and could not pass inspection. I then told him to do what needs to be done to make the car brakes safe and allow it to pass inspection. Enclosed is a professional evaluation by the president of the company as to the status of the brakes and parts in the car at this time. Please make note: I have all the rusted, pitted parts of my brake system in my possession. Conclusion: entire new brake system was installed on March 13, 2006. Enclosed, find invoice for work done.

I feel if a certified, neutral and unbiased mechanic or expert on metals and metal fatigue would look at these brake parts, especially the disc pads which were no longer bonded to the steel back plate, it just might render great light upon the quality of the brake parts installed in my car. I do have all these parts in my possession. My true concern on this matter is there could be other consumers that might be driving out there with an unknown possible safety problem as I was. Please note: I called Sholz Pontiac service manager, Frank Seamore, the day after I found my brakes in such serious condition and had to install a new brake system. Purpose of the call, to inform him and Sholz directly of a serious problem that could be out there for other consumers. I called twice on March 14/2006, once on March 15, 2006 and once on March 16, 2006. I did not have direct contact with Frank Seamore and left messages on his answering machine. The answering machine message from him stated, "leave a message and I'll get back to you." To this date, he has not returned my call.

Thank you for your attention and help in resolving this problem. I am a discontented and worried consumer.

Respectfully,

[REDACTED]
[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).**