



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: 2007 FEB 22 AM 9:40
17-JAN-2007
Repository
Reference No. 10178931

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: LOMBARD State: IL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: [REDACTED] Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G2WV12E2X1 [REDACTED]
Make: PONTIAC Model: GRAND AM Model Year: 1999
Date Purchased: 16-OCT-98 Dealer's Name and Telephone Number: HAGGERTY PONTIAC 630-279-2000 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner: Dealer's City: VILLA PARK State: IL Zip Code: 60181
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 127200 EXTERIOR LIGHTING:HAZARD FLASHING WARNING LIGHTS:
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-MAR-2006 Failure Mileage: 59000 Failure Speed: 0

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: DOTM19ABC036): 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), repair(s), result(s), 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).

TL* - THE CONTACT HAS A 1999 PONTIAC GRAND AM. THE CONTACT HAS FOUND THAT THE 2000 PONTIAC GRAND AM HAS A SAFETY RECALL 03V327000 FOR EXTERIOR LIGHTING:HAZARD FLASHING WARNING LIGHTS:SWITCH. THE CONTACT STATED THAT HER TURN SIGNAL WORKS INTERMITTENTLY. THE CONTACT ALSO STATED THAT WHEN THE TURN SIGNAL WAS TURNED OFF IT CONTINUE TO CLICK AS THOUGH IT IS STILL ON. THE CONTACT'S MECHANIC REPLACED THE HAZARD SWITCH AND THE TURN SIGNAL SWITCH, WHILE THE VEHICLE WAS STILL UNDER WARRANTY THE CONTACT ALSO HAD TO HAVE THE MULTI-FUNCTION SWITCH REPLACED. THE REPAIR WORK PERFORMED BETWEEN 03/01/06 - 03/24/2006. THE CONTACT WOULD LIKE TO HAVE HER VEHICLE REPAIRS REPAIRED UNDER THE SAFETY RECALL 03V327000. *JB
This was not warranty work reimbursed special policy

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 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)

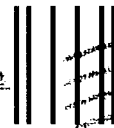
See copy of original letter - enclosed - later, I was told my car didn't qualify for consideration, even though I experienced the failure. The GM recall 24098 also noted warranty would be 10 years/150,000 miles but that was not honored. Apparently my car was made elsewhere, but I experienced a hazard switch/turn signal failure.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

CAROL STREAM IL 601

07 FEB 2007 PM 3 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov

NHTSA

Vehicle Owner's Representative (VOO)
U.S. Department of Transportation
National Highway Traffic Safety Administration

November 28, 2006

To whom it may concern:

After a conversation with Brad Dyer, consumer specialist with Pontiac, on November, 22 regarding a special policy for cars not covered under a recall involving the turn signal switch, I was told to submit information related to my problem for reimbursement.

According to the NHTSA, GM was supposed to issue letters back in December 2004 to people like myself, whose 1999 Pontiac Grand Am was not covered by the recall . I never received such a letter, so after having expensive repairs on my car this past March, I decided to see if other Grand Am owners had similar problems. That is how I discovered the special policy.

If I had received the letter, I would have gone to my Pontiac dealer for repairs when the problems occurred, but since I didn't know about it, I went to my mechanic in town, where I normally go. I explained this to Mr. Dyer.

He instructed me to send in the following information: ORIGINAL copies of repair orders, a copy of the proof of payment, and a copy of proof of ownership. Enclosed are the original repair orders, for the hazard switch replacement, which my mechanic replaced first, hoping that would solve the problem for less money. Also enclosed is the second repair order for the entire turn signal switch, along with copies of payment on the credit card and proof of ownership (title and registration).

Please pass this information on to the appropriate party for consideration. Thank you for your assistance.

Respectfully

VIN # 1G2NW12E2XM [REDACTED]

File # 71-441011-194

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).