



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

Repository ☐

Reference No. .
10183258

Daytime Telephone Number

E-mail Address

Evening Telephone Number

updated JA 03/11/07

OWNER INFORMATION (Type or Print)

Name

Address

City

OAK PARK

State

IL

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 03/11/07

☒ YES ☒ NO

VEHICLE INFORMATION

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

5Y2SL638052

Make

PONTIAC

Model

VIBE

Model Year

2005

Date Purchased
15-FEB-06

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-JAN-2007

Failure Mileage
46884

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: 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), failure(s), crash(es), and injury(ies).)

Crash

Fire

☐ Yes ☒ No

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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 OWNS A 2005 PONTIAC VIBE. WHILE DRIVING THERE WAS HESITATION AND FORCE WHEN CHANGING GEARS AND ACCELERATING. A YELLOW WARNING LIGHT ILLUMINATED. THE FAILURE MILEAGE WAS 46,884. THIS FAILURE OCCURRED INTERMITTENTLY. THE DEALER STATED THAT THE PRESSURE SOLENOID HAS BEEN DIAGNOSED AS FAULTY. *

* See attached letter with additional information 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.

March 11, 2007

U.S. Department of Transportation
National Highway Transportation Safety Administration
Office of Defects and Investigation, NVS – 210
400 7th Street SW
Washington, DC 20077-8214

RE: Case reference number: 10183258

Dear NHTSA Investigator,

Enclosed please find:

1. An updated timeline of events and occurrences (this letter).
2. A copy of the dealer invoice when the problem was first diagnosed.

I want to amend the details of my complaint with the NHTSA originally filed on February 21, 2007. In addition to the information that the phone counselor took down, I want to provide a detailed timeline of events and to expound upon recent occurrences.

I'm told that General Motors uses its auto repair system to track potential problems with vehicles and to initiate proactive response to customers' vehicle problems.

As you know, my first interaction with the dealer was on 01/22/07. In fact, I've just reported to the servicing dealer on 2/26/07 that my problem is now constant when shifting between 1st, 2nd, 3rd, 4th, and overdrive (5th gear). So, the problem has in fact gotten worse. It is evident that something is seriously wrong with this transmission and yet, still no response from General Motors.

In speaking with repair personnel, I have learned that other GM consumers who have the same transmission as I do in my car, married to other GM 4-cylinder engines, have experienced the same problem (transmission pressure solenoid failure).

What has been communicated to me is that General Motors is supposedly aware of the problem but it has no fix and has issued no recall for repair. It appears from GM's non-action that they are placing consumers safety at great risk by not acting to remedy this serious product defect.

I want to stress that at no time since my first reporting this problem on 01/22/07 has General Motors contacted me to initiate repairs, at General Motor's expense (since this is a known product defect). And, I believe the non-action by General Motors is a covert attempt to cover up and ignore a much larger problem.

I can only imagine how GM stockholders have reacted to the 2007 *Consumer Reports* auto issue that doesn't place GM in any top consumer category. Considering the problems I'm having with my car, it's no wonder.

I would sincerely appreciate your help in resolving this situation. Please do not hesitate to contact me if you need any additional information.

Sincerely,




Oak Park, IL


RE: Case reference number: 10183258

Timeline

01/20/07	Saturday; Problem with car jerking into gear begins when going between 1 st and 2 nd gear when accelerating. Yellow warning light appears on dashboard.
01/21/07	Sunday; car sits idle awaiting trip to dealer.
01/22/07	Monday; I take car to dealer to report problem. Problem is diagnosed by dealer to be a P2716 Pressure Control Solenoid failure. Dealer communicates to me that GM has not issued a product defect fix order and they would add my name to a list of other consumers who have the same problem. I ask dealer what I'm supposed to do in the meantime. They tell me to continue to drive vehicle. I ask, what about safety? They reply, until GM issues a product defect repair order, we cannot fix your car because we have no fix to offer.
02/09-10/07	Problem resurfaces; car jerks into gear, only this time, it now expands to 1 st through 5 th gear. Yellow warning light appears.
02/17-18/07	Problem resurfaces; car jerks into gear, 1 st through 5 th gear. Yellow warning light appears.
02/19/07	Initiate 2 nd call to dealer to report problem is getting worse and frequency of occurrence is getting shorter between events and I'm concerned. Dealer says GM still has not issued product defect repair order. Dealer advises me to continue to drive the vehicle despite the problem. Dealer updates my repair profile on auto repair system.
02/21/07	No response from General Motors even though problem is getting worse. Initiate phone call to National Highway Transportation Safety Administration to open safety defect.

RE: Case reference number: 10183258

02/22/07 Problem resurfaces; car jerks into gear, 1st through 5th gear. Yellow warning light appears.

02/24/07 Problem now becomes constant. Car jerks into gear, 1st through 5th gear. Yellow warning light on constantly.

02/26/07 I initiate 3rd call to dealer. Notify dealer that problem is now constant. Dealer updates my repair profile on auto repair system. No product defect repair order issued and no response from General Motors.

03/11/07 Problem remains constant.

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).