



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 MAY 21 PM 2:22
12-APR-2007
Repository
Reference No. 10187661

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED]
City LOMBARD State IL 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 05/03/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G2NW12E2X [REDACTED]
Make: PONTIAC Model: GRAND AM Model Year: 1999
Date Purchased: 10-OCT-98 Dealer's Name and Telephone Number: HAGGERTY PONTIAC UNKNOWN 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: 063200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-MAR-2007 Failure Mileage: 60900 Failure Speed: [REDACTED]

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: DOTM19ABC036): [REDACTED] 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(ies).)

Crash: Yes No Fire: 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 1999 PONTIAC GRAND AM GT. THE VEHICLE'S CURRENT MILEAGE WAS 61,000 MILES AND THE FAILURE MILEAGE WAS 60,900. SHE TOOK THE VEHICLE TO DEALER FOR AN OIL CHANGE AND INSPECTION. THE DEALERSHIP INFORMED HER THAT THE VEHICLE WAS LEAKING ANTIFREEZE AND OIL, AND THE INTAKE GASKET NEEDED TO BE REPLACED. SHE FOUND MANY COMPLAINTS ON NHTSA WEBSITE FOR THIS SAME PROBLEM FOR THE ENGINE AND ENGINE COOLANT: EXHAUST SYSTEM: MANIFOLD/HEADER/TAI PIPE. THE DEALERSHIP INFORMED HER THAT THIS WILL COST HER \$1,100. SHE WOULD BE CONTACTED BY THE GM MANUFACTURER. THERE WAS NO INDICATION OF THIS PROBLEM, AND WAS SURPRISED WHEN THE SERVICE DEPARTMENT INFORMED HER OF THE OIL AND COOLANT LEAK.*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 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)

I have contacted Pontiac/GM with my complaint especially due to the number of complaints I saw both on the NHTSA web site and others. The file # is 71-506241345.

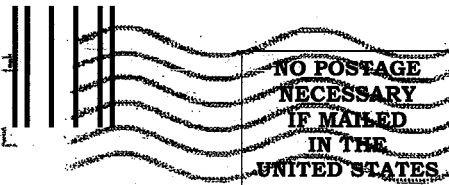
I have had the problem repaired by my local mechanic (who said he has encountered many intake manifold gasket leaks) and believed the cause is low-quality material used on the gasket).

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

CAROL STREAM IL 601

04 MAY 2007 PM 5 L



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



71-506241345



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

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